



SKILLS :

- Quality Analyst
- Analytical Specialist
- Creating & Reviewing SOP
- Compliance
- Leadership
- Training & Development Program
- Public Speaker
- Hypnotherapist
- Profesional Hypnotherapy
- Trainer Public Speaking & Hypnotherapy

CONTACT ME:

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Instagram :

https://www.instagram.com/mpe_ejha34

LinkedIn:

<https://www.linkedin.com/in/reza-maha-putra-st-cht-ci-a61a01164/>

CERTIFICATE:

- **Certifiarte Spiritual Public Speaking by Master Raden Tedy Maulana (ESQ Coach), 2020**
- **Certificate Achievements (Kaizen Project) by PT Home Credit Indonesia, 2019**
- **Certificate for Excellent Trainer by Mind of Hypnosis Center, 2019**
- **Public Speaking with Mind of Hypnosis Center, 2016**
- **Certified of Instructur by Indonesian Board of Hypnotherapy, 2015**
- **Certified of Hypnotherapist by Indonesian Board of Hypnotherapy, 2014**
- **Certified of Hypnotist by Indonesian Board of Hypnotherapy, 2014**
- **Basic Networking By CISCO at Univ. Gunadarma, 2014**

Reza Maha Putra

Senior Compliance Analyst, Quality Assurance Lead

MY PROFILE SUMMARY:

I am experienced in quality analyst and training development program, development & reviewing SOP, Regulatory Compliance. With Skilled in Neuro-Linguistic Programming (NLP), Hypnotherapy, Psychotherapy, Motivational Speaking, Recruitment.

WORK EXPERIENCE

Senior Quality Assurance

PT MITRACOMM EKASARANA (PROJECT BTN TANAH ABANG)

JUN 2024 - NOW

- Build and manage a QA team
- Conduct Sharing Parameter for New Joiner
- Provide data report to Quality Control
- Report QM performance to user
- Calibration with the user.

Senior Compliance Analyst

PT ALKONOST AVIASI INDONESIA

NOV 2023 - APR 2024

- Build & Manage Compliance
- Create, develop, maintain procedures to meet compliance standards
- Sosialization SOP
- Collaborate with other function to implementation SOP as going well

Training & Quality Control Specialist

PT INDONESIA FINTOPIA TECHNOLOGY

NOV 2022 - APR 2023

- Take Sample Recording Agent
- Improve quality score operator
- Training Softskill & Improvement operator
- Reviewing & Sosialization SOP
- Coaching & improvement for agent

Training & Quality Assurance Lead

PT TRINUSA TRAVELINDO (TRAVELOKA)

JAN 2022 - OCT 2022

- Build and manage a QA team
- Evaluate and score current operating model performance and suggest improvements based on the findings
- Conduct Training for Operation Agent
- Create SOP, operating model (end-to-end), and task allocation across the team
- Provide training and support across Account Opening and CS team on operational procedures and processes

Quality Assurance Analyst & Improvement Process

PT HOME CREDIT INDONESIA

AUG 2017 - SEP 2020

- Take sample ever day
- Improve quality score operator
- Monitoring process work properly
- Giving feedback for improvement quality Operator
- Training & Sharing Parameter

Contact Center Operation - Credit Card Operation

PT BANK PERMATA, TBK

MAR 2015 - OCT 2015 || OCT 2015 - JUL 2017

- Analyze application credit card & personal loan from branch
- Inbound call from Branch Permata for Ask, request or complain

EDUCATIONAL INFO

University of Gunadarma

COLLEGE OF INFORMATICS ENGINEERING

2010 - 2014

- Graduated with Bachlehor's Degree in Informatics Engineering 2010
- Thesis : Introduction to Traditional Games in Central Java Province with Augmented Reality Technology
- Head of Communication HIMTI Univ. Gunadarma

SMAN 109 JAKARTA

GRADUATED OF SCIENCE, BATCH 2010