

Sonic Prima

4 Padjajaran Street, Jambi City, Jambi

☎ 0895401142200

✉ sonicjambi009@gmail.com

🌐 linkedin.com/in/sonic-prima

Education

Dinamika Bangsa University

2021 – 2025

Bachelor of Computer Science in Informatics Engineering

Jambi City

- Cumulative GPA : 3.49/4.00

Experience

PT Ayam Bakar Mertua Group Indonesia

2024 - 2025

Server Leader

Jambi city

- Led pre-shift meetings, assigned floor sections, and directed side-work duties.
- Worked closely with kitchen and service staff to ensure smooth operations.
- Onboarded new waitstaff on menu items, service standards, and POS.
- Greeted guests, checked bookings, and escorted guest to tables, consistently checking their requirements and providing responses to their enquiries.
- Monitored service pacing between the dining room and kitchen, and conducted quality checks.

PT Global Digital Niaga (Blibli)

2026

Customer Service

Jambi City

- Upsold and cross-sold value-added products (extended warranties, accessories, and promotional bundles).
- Helped the sales team to Exceed monthly store revenue targets of over 1 billion Rupiah.
- Collaborated with inventory team to monitor stock levels, manage shelf availability, and execute visual merchandising guidelines to maximize product visibility and impulse buys.
- Maintained a dedicated local customer database; proactively communicated new arrivals, exclusive store promotions, and seasonal campaigns to drive repeat foot traffic and brand loyalty.
- Acquired and opened new Blibli accounts for customers who hadn't done so, creating the base for future loyal customers.
- Educated customers on financing setups, warranty applications, product bundles, and delivery tracking.
- Assisted offline shoppers with their synchronized online Blibli accounts, Blibli balances, and digital store promotions.

Skills

Customer Related: Objection Handling, Professional & Persuasive Communication, Relationship Building

Information Systems: Database Understanding, Data Accuracy & Validation, Information Management Systems

Operational Skills: Schedule & Task Management, Multitasking in fast paced environments, Achieving Targets

Technical Skills: Microsoft Excel (data entry, formulas, reporting), Google Sheets, Google Docs, Microsoft Word

Selling Skills: Finding and Qualifying Prospective Clients, Showing Product Features, Benefits, and Values, Negotiation and Closing.

Communication Skills

Indonesian: Native

English: Fluent, Both Spoken and Written (Advanced – TOEFL iBT 660, February 2025)

Additional Information

Willing to work weekends, and holidays.

Certifications

Advanced – TOEFL iBT 660, February 2025

