

# MAIFOLINDA

+62-81334592474 · Mai.folinda97@gmail.com · @flyynnn  
JAKARTA, INDONESIA



---

## PROFFESIONAL SUMMARY

A DYNAMIC AND HIGHLY INTERESTED CANDIDATE WITH A BACHELOR'S DEGREE IN ECONOMICS AND BUSINESS WHO IS READY TO START A ROLE AS AN OPERATION TEAM. MY EXPERIENCE IN CUSTOMER SERVICE DEMONSTRATES EMPATHY, DISCIPLINE AND PROBLEM SOLVING, QUALITIES THAT ARE ESSENTIAL TO MEET THE DEMANDS OF AN OPERATIONS TEAM. WITH MY EXPERIENCE, I CAN PROVIDE A COMMITMENT TO PROVIDING EXCELLENT SERVICE, I SEEK TO CONTRIBUTE POSITIVELY TO PERFORMANCE. EXCITED TO UTILIZE MY VARIETY OF SKILLS, INCLUDING ADAPTABILITY, TEAMWORK, AND STRONG COMMUNICATION SKILLS, TO CREATE A COMFORTABLE WORK EXPERIENCE FOR ALL TEAM.

---

## CORE COMPETENCIES

PROBLEM SOLVING SKILLS  
NEGOTIATION SKILLS  
CONFLICT RESOLUTION

TEAMWORK  
ADAPTABILITY  
MULTITASKING

---

## PROFESSIONAL EXPERIENCE

### PT. TOKOPEDIA INDONESIA ONLINE DISPUTE RESOLUTION

December 2019 - August 2021

- BALANCE MULTIPLE RESPONSIBILITIES, INCLUDING TAKING ORDERS, ANSWERING PHONE CALLS, AND ASSISTANCE WITH CUSTOMER INQUIRIES, WITH EFFICIENCY AND PROFESSIONALISM.
- FACILITATE E-COMMERCE DISPUTE RESOLUTION BETWEEN SELLERS AND BUYERS TO CREATE A CONVENIENT AND INTEGRATED SHOPPING EXPERIENCE

ACCOMPLISHMENTS: DEMONSTRATED EXCELLENCE IN CONFLICT RESOLUTION AND SUCCESSFULLY RESOLVED CUSTOMERS CONCERNS WITH GOOD SATISFACTION

### PT.SHOPEE INTERNATIONAL INDONESIA AFFIILIATE ANALYST

August 2021 - August 2024

- MANAGE ADMINISTRATIVE TASKS SUCH AS KYC, DATA VERIFICATION, AND AFFILIATE INCENTIVES TO ENSURE EFFICIENT OPERATIONS
- ANALYZE CREATOR REGISTRATION PROCESS IN ACCORDANCE WITH SOP
- ASSIST USERS ON HOW TO PROMOTE SHOPEE PRODUCT THROUGH SOCIAL MEDIA, SHOPEE VIDEO AND SHOPEE LIVE
- ANALYZE AFFILITE COMMISSION PROBLEM THAT MAY ARISE

ACCOMPLISHMENTS : RECOGNITION AS THE BEST AGENT, WHO ALWAYS EXCEEDS EXPECTATIONS AND HELPS MANY PEOPLE TO EARN ADDITIONAL INCOME.

---

## EDUCATION

• 08/2014 - 03/2018

STATE ISLAMIC INSTITUTE OF BATUSANGKAR

QUALIFICATION: BACHELOR'S DEGREE IN ISLAMIC ECONOMIC AND BUSINESS

• 09/2019-12/2019

TITIK NOL ENGLISH COURSE • PARE

QUALIFICATION: LANGUAGES (ENGLISH)