



# Krisna Irma Suryani

## Contact

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## Education

- **Universitas Pendidikan Indonesia**  
*Master of English Education*  
2022 - Current (Thesis On Going)
- **Universitas Widya Gama Mahakam Samarinda**  
*Bachelor of English Education*  
2016 - 2021

## Skill

- Negotiation | Critical Thinking | Problem Solving | Customer Service | Banking Operation | Marketing | Digital Marketing | Digital Design | Video/photo editing
- Word | Excel | Canva | Adobe Photoshop | Corel Draw | Kinemaster | Adobe Premiere | Lightroom | Sony Vegas Pro | Kinemaster | Capcut

## Awards

- 3rd Place Language Ambassador of East and North Kalimantan 2021
- Kalimantan Delegation for National Knowledge Competition Award of Telkomsel
- Teller delegation for Duty Officer of Bank Central Asia

## Profile

I'm an empathetic, easy-going, patience, hard-working and a creative person. I have seven years of professional experiences in some of big companies in Indonesia as a Teller, Cashier, Customer Service, Front Office Support Leader, and digital banking Manager. I'm also a freelance in some creative industries for couple years.

Those experiences have cultivated me to become an excellent in communication, public speaking, negotiation, marketing and leadership, shaped me to become very well in organization and managerial. But, I always eager to learn various skills to develop my self-improvement journey

## Work Experience

- **CIMB Niaga** | 2023 - 2024  
Digital Banking Manager



Assist and support the customer through the financial advice, offering cross-selling product, and maintaining good relationships between customers and the company. Also, handling and solving complaints very well with excellent mediation and negotiation through the use of digital service feature

- **Telkomsel** | 2019 - 2021  
Front Office Support / Leader



Supervise and coordinate the Customer Service team by managing strategic plans and target marketing, giving training, and personal coaching. Create and maintain the digital marketing in social media, handling hard complaints & priority customers, cash flow, administration, and the bridge between supervisor and team/other division or supervisor and client, assistant of supervisor in handling the administration and support front office

- **Telkomsel** | 2018 - 2019  
Customer Service & Cashier



Handle customers with excellent service, marketing the product, multitask as the cashier to handling financial transactions and product purchases, creating daily and monthly financial and stock reports

- **BCA** | 2014 - 2017  
Teller



Manage banking operational transactions, financial reports and maintain customer interaction friendly and professionally

- **Creative Industries** | 2021 - 2023

Personal Assistant for a resort owner, Artist Manager, Artist Admin, Content Creator, Language Ambassador, Event Manager, Traditional Dancer, Sexy Dancer, Photographer event, Usher, SPG,