



AYU SUNDARI

Customer & Operations
Specialist

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North Jakarta, Indonesia

CAREER SUMMARY

Customer focused professional with a strong background in operations and client management. Proven ability to maintain customer satisfaction, support business processes, and adapt quickly in dynamic environments.

EDUCATION

Bachelor Degree in Education

HKBP Nommensen
University
2019-2022

SKILLS

- Customer Relationship Management
- Team Leadership
- Operations & Inventory Control
- Quality Assurance
- Digital Marketing
- Problem Solving
- Communication

LANGUAGE

- English
- Bahasa Indonesia

PROFESSIONAL EXPERIENCE

2024 – 2026 Marketing Team Leader – Digital Platform

AR Group – Thailand

- Managed and supervised marketing team to increase user engagement and growth
- Maintained strong client relationships and ensured customer satisfaction
- Assisted users with account, payment, and platform related issues
- Guided new users to understand platform features and improve retention

2022 – 2024 Administration Leader

PT. Cahaya Mustika – Jakarta, Indonesia

- Managed warehouse operations including inventory control and stock monitoring
- Coordinated team to ensure smooth inbound and outbound processes
- Handled customer inquiries and resolved complaints efficiently
- Ensured product quality and accuracy of stock data

2017 – 2022 QA Assistant

LKTT Plastic Technology – Malaysia

- Conducted quality inspections for incoming and outgoing products
- Verified part numbers before production to ensure compliance
- Collaborated with technical and production teams to maintain quality standards
- Identified defects and ensured corrective actions were implemented