

AMELIA INDAH MAMANGKEY

Stakeholder Relations & Operations Specialist

KONTAK

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Alamat : Jl. HB Jassin, Wumialo, Gorontalo, Indonesia.

PENDIDIKAN FORMAL

SMA Negeri 1 Gorontalo
Pendidikan Ilmu Pengetahuan Alam
2014 - 2017

Universitas Ciputra
International Bussiness Management
2017 - 2021

HARD SKILLS

- Microsoft Office Suite
- Google Workspace
- Canva
- Document Management
- Basic Bookkepping
- Data Entry
- Core Bank Sistem

SOFT SKILLS

- Communication
- Time Management
- Problem Solving
- Teamwork
- Discretion
- Attention to Detail

LANGUAGE

- Indonesia
- Inggris
- Korea

PROFIL

I am a Ciputra University business graduate with two years of experience in the banking sector, where I advanced from Teller to Customer Service by focusing on client satisfaction and meeting strict deadlines. I am now seeking a growth-oriented opportunity where I can bring my problem-solving skills and document management expertise to a dynamic company.

PENGALAMAN KERJA

Municipal waterworks Muara Tirta - Gorontalo City, Gorontalo, Indonesia - Intern
Director's Secretary

- Receive, archive, and issue permit letters that have been approved by the director of the company.
- Manage schedules, consumption, and minutes during meetings.
- Assist the director and act as an intermediary between the director and others

Bank Mandiri - Gorontalo City, Pohuwato, Indonesia
Teller

- Handling customer financial transactions, such as deposits, withdrawals, transfers, and bill payments.
- Check authenticity and suitability of the nominal money deposited by customers
- Promote bank products, such as insurance, bonds, deposits, and savings account

Customer Service

- Answering questions and resolving customer issues promptly through various channels (in-person, phone, email, or live chat) while maintaining a polite and professional demeanor.
- Explaining company products, services, policies, and procedures clearly to help customers make informed decisions and maximize the value they get from the company.
- Accurately updating customer profiles, logging interaction details into the CRM (Customer Relationship Management) database, and managing related administrative documents.

Pani Gold Mine - Gorontalo City, Pohuwato, Indonesia
Government Relations Officer

- Tracking, analyzing, and reporting on new legislation, public policies, and regulatory changes that could impact the company's business operations.
- Building and maintaining positive, strategic relationships with government officials, regulatory agencies, local authorities, and industry associations.
- Drafting formal correspondence, policy briefs, position papers, and official proposals for submission to government entities.