

A Muhammad Riefaldhi Julyanto

Customer Support & Operations Specialist

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Profil Summary

Customer Support & Operations professional with hands-on experience in customer service, administration, reporting, inventory management, and team coordination across retail and entertainment industries. Proven ability to manage 50-100 customer interactions daily while maintaining service level agreements below 3 minutes and achieving 99.8% documentation accuracy. Experienced in cash handling, event coordination, staff training, and cross-functional collaboration. Open to worldwide remote opportunities and flexible across international time zone

CORE SKILLS

- Customer Support
- Operations Coordination
- Administrative Support
- Data Entry
- Google Workspace
- CRM Documentation
- Reporting
- Inventory Management
- Cash Handling
- Workflow Automation (n8n - Basic)
- Event Coordination
- Team Leadership
- Cross-functional communication
- Microsoft Excel (Basic-Intermediate)
- AI Tools (ChatGPT & Gemini)
- Zendesk (Basic) / HubSpot (Basic)

PROFESSIONAL EXPERIENCE

Operations Crew (Customer Service & Administration)

November 2024 - July 2026

PT Bintang Wahana Indonesia (KiddoLand)

- Managed 50-100 customer interactions daily while maintaining SLA below 3 minutes
- Processed 60-70 transactions per day and handled cash up to IDR 3-5 million per shift.
- Prepared operational, sales, inventory, and customer reports with 99.8% documentation accuracy.
- Assisted invoice processing and coordinated with finance and cross-functional teams
- Frequently served as acting team lead for up to 4 staff members during supervisor absence.
- Trained new employees on SOPs and operational procedures.
- Served as PIC for events and competitions, ensuring smooth daily operations.
- Communicated effectively with multiple departments to support business operations.

Snow Rangers (Guest Experience & Operations)

March 2023 - November 2024

Trans Snow World - Trans Media Entertainment

- Assisted 30-50 visitors per shift in a snow-themed entertainment environment
- Conducted safety briefings and operated attractions in compliance with operational procedures.
- Managed crowd control during peak hours and special events
- Handled customer complaints, lost-property cases, and minor guest incidents professionally.
- Supported event operations and maintained customer satisfaction
- Communicated with international visitors in English when required.

Retail Staff

November 2019 - February 2020

PT Midi Utama Indonesia Tbk (Alfamidi)

- Delivered customer service and cashier support in a high-traffic retail environment
- Performed stock opname and inventory recording using company systems
- Maintained merchandise displays and ensured transaction accuracy.
- Supported daily store operations to maintain service quality.

Education

- SMKN 7 Makassar (Department of Social Care)

2015 - 2018

CERTIFICATIONS, LANGUAGES AND ADDITIONAL INFORMATION

- TOEFL ITP: 510 - AM Institute (2025)
- English Proficiency: CEFR B2 Equivalent
- Indonesian: Native Proficiency
- Typing Speed: 45 WPM
- Personal laptop and stable high-speed internet connection

TOOLS & TECHNOLOGIES

- Microsoft Excel
- Google Drive
- Zoom
- Google Sheets
- Google Forms
- Canva
- Google Docs
- Microsoft Word
- n8n (Basic)
- PowerPoint
- Google Meet
- ChatGPT & Gemini
- Zendesk (Basic)
- HubSpot (Basic)