

Eneng Rika Siti Nurfauziah

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081809124361
Bandung, West Java

Summary

Efficient and precise with commitment to finishing jobs quickly and accurately. Proven ability to work closely with coworkers for effective data management. Skilled in document digitization, office modernization and data organization for enhanced productivity.

Experience

Data Entry Specialist

PT. Kimia Jaya Utama • Bandung, West Java
11/2017 - Present

- Work as a virtual assistant for a US-based client, handling data entry task using Sales Navigator and Salesforce CRM platform.
- Correct any data entry error to prevent later issues such as duplication or data degradation.
- Review and update client correspondence files and database information to maintain accurate records.
- Work flexible hours; night, weekend, and holiday shifts.

Social Media Evaluator

Lionbridge
02/2020 - 04/2021

- Analyzed and reported social media and online marketing campaign results.
- Identified target market and key segments through in-depth analysis of markets and related trends.
- Identified issues, analyzed information and provided solutions to problems.

Content Writer

SEO Van Java Agency • Bandung, West Java
03/2018 - 06/2019

- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Completed thorough research into assigned topics.
- Used Microsoft Word, Google Docs and SharePoint to store and share created documents.
- Conducted extensive internet research to provide facts and statistics for articles and blogs.
- Interspersed thematic, frequently-searched keywords to optimize articles for search engine results and performed additional SEO-related tasks to maximize traffic to website.
- Created, edited and optimized pages of evergreen content to improve SEO ranking for specific keywords.

Content Writer & Translator

Sehatfresh.com • Bandung, West Java
10/2014 - 01/2018

- Developed and edited informative, highly engaging health-niche content for company websites and social media platforms customized for target audiences and company campaign objectives.
- Conducted extensive internet research to provide facts and statistics for articles and blogs.

- Strengthened content by thoroughly editing and proofreading content prior to submission.
- Translated document and articles from English into Indonesian.

Customer Service Officer

PT. Nusantara Card Semesta • Bandung, West Java

06/2013 - 09/2014

- Assisted call-in customers with questions and orders.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Provided primary customer support to internal and external customers.
- Resolved concerns with products or services to help with retention and drive sales.
- Helped customers every day with positive attitude and focus on customer satisfaction.
- Provided company information and policies to customers upon inquiry and answered questions via phone.

Skills

- Internet Research
- Lead Generation
- Google Suite
- Administrative Support

Education

English Education

STKIP Pasundan • Cimahi, West Java

05/2017

Languages

- Indonesian
- English
- Sundanese