

Fazilah Rizqi Ramadhani

OPEN TO: COPYWRITER | CONTENT CREATOR | BANKING | CUSTOMER SERVICE | AI-RELATED ROLES

South Tangerang, Indonesia | +62 851-5733-6955 | Fazilahrizki04@gmail.com

PROFILE

Professional with experience in customer service, administration, and operational support. Skilled in document and information management, product education, and collaborative work.

WORK EXPERIENCE

Teller to Customer Service APRIL 2025 - MAY 2026
PT Bank Syariah Indonesia (BSI)

Gatot Subroto, South Jakarta, Indonesia

Served customers in transaction and advisory roles, with additional responsibility for priority customers and the BSI Cicil Emas program.

- Processed teller transactions accurately and in line with procedures.
- Provided personalized customer service, including support for priority customers.
- Supported BSI Cicil Emas outreach by explaining the product and installment plans and guiding customers through the process.

Internship AUGUST - SEPTEMBER 2024
Financial Services Authority (OJK)

Malang City

Selected for an internship supporting financial consumer services and office operations through organized administrative practices.

- Supported the handling of public complaints related to financial institutions.
- Assisted with archive records and SLIK document management.
- Helped address public concerns related to online lending services.

Internship SEPTEMBER - DECEMBER 2023
Ministry of Law and Human Rights of the Republic of Indonesia

Contributed to a team discussing strategic human rights issues and gathering information on immigration and correctional services.

- Researched challenges and potential solutions in immigration and correctional services.
- Contributed to discussions on national policy and human rights legislation.

EDUCATION

Universitas Brawijaya 2021 - 2025
Public Administration | GPA 3.73/4.00 | 3 years and 6 months

SMAN 2 Kota Tangerang Selatan SECONDARY EDUCATION
Social Studies | Final score 89.2

SKILLS

Core competencies: Administration | Document management | Information management | Teamwork | Time management

Tools: Microsoft Word | Microsoft Excel | PowerPoint | Canva | Microsoft Teams | CapCut

Strengths: Creative | Flexible illustration style | Visual thinking | Teamwork | Time management

Languages: Indonesian | English (Fluent)

AWARDS & SELECTED WORK

FIRST PLACE: Little Doctor Nutrition Challenge - Nestlé

PROGRAM: Merdeka Student Exchange Program - National student exchange program

DIGITAL WORK: Thesis-related content - Sharing the thesis process and documenting creative work through social media.