

AGNES GULTOM

Operation Trainer Specialist

WORK EXPERIENCE

HOME CREDIT INDONESIA

Operation Trainer Specialist Oct 2018 - June 2021

- Development, Implementation, and Continuous Improvement of training programs and business product dan project.
- Lead learning enhancement classes to improve operator and team leader knowledge about the business product and project., leadership, soft skills, and technical information sessions for workplace success and advancement by virtual and live classroom.
- Conduct ongoing needs analysis leveraging customer feedback, field interactions, and subject-matter-expertise to adjust learning strategy and curriculum.
- Develop and manage tracker and reporting progress on training progress.
- Handle other duties and responsibilities assigned by the company when needed

KALBE FARMA

Customer Support Specialist Jan 2015 - Sept 2018

- Monitor and maintain end-to-end customer journey CSAT and NPS.
- Cooperate with other functions to contributes to the development based on analytic findings, metric performance, and consumer needs.
- Demonstrated strong marketing skills in advertising a diverse range of consumer needs and current promotions.
- Trained mentored, and motivated team members and new hires, with a strong focus on optimizing productivity and performance.
- Handle other duties and responsibilities assigned by the company when needed

ANLENE

Team Leader and Nutritionist Mar 2014 - Dec 2014

- Set and delegate tasks, project deadlines, and KPIs.
- Develop training team members, setting strategy, and monitoring progress towards goals.
- Develop and help implement personalized nutrition plans for clients.
- Help establish nutrition plans for short and long-term goals.



ABOUT ME

I am an Operation Trainer Specialist with experience in initiating Process and Training Development. Proven success in leveraging data analytics to initiating Process and successfully deliver training programs for the Operation Team. This experience has made me have a mindset for ensuring the best and profitable product in rendering services to the company and consumers.

PROFILE

- April, 16th 1992
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- Kp Rawa Bogo Jati Mekar
Jati Asih Bekasi

EDUCATION



Universitas Muhammad Husni
Thamrin
Bachelor Degree Nutritionist
3.2 / 4.0

SKILLS

- Staff and User Training
- Process Improvement
- Project Management
- Enterprise Resource Planning
- Learning Management System
- Stress Management

