







# Teofilus Hans Laheba

CUSTOMER SUCCESS SPECIALIST

## PROFESSIONAL PROFILE:

Customer Support Specialist with several years of experience in the IT field (WordPress, testing). Experienced in Research, and WordPress Websites. Seeking a challenging opportunity to utilize my skills and knowledge. Willing to work as a team in any organization and achieve the goal of the company. I have a great passion for self-development by reading books and learning new things every day. Looking forward to new job opportunities and challenges.

## CONTACT INFORMATION:

-  Yogyakarta, Indonesia
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-  Teofilus Laheba

## SKILLS AND EXPERTISE:

- Customer Support  
★★★★★
- WordPress  
★★★★★
- Customer Satisfaction  
★★★★★
- Microsoft Office  
★★★★★
- HTML/CSS  
★★★★★

## LANGUAGES

- Indonesian (Native)
- English (Fluent)

## EXPERIENCES:

### Customer Support Representative

Chemicloud | 2021-Present

- Provide help desk support to Web Hosting users through conversations (live chat and email)
- Follow up with customers to resolve their technical issues;
- Finding bugs and report to my supervisor.

### Customer Success Agent

Hostinger | 2020-2021

- Provide help desk support to Web Hosting users through conversations (live chat and email)
- Follow up with customers to resolve their technical issues.

### Achievements:

- Increased customer satisfaction by 30% by improving customer service;
- Reach Upsell target for 1000 Euro a month;
- Providing tips and tricks for my colleagues to do the job more efficiently.

### Customer Service Supervisor

Ketemu.Co | 2019-2020

- Assisting and advising in menu creation;
- Employee Recruitment & Training;
- Attending to Customers Complaints to ensure thorough resolution is provided;
- Creating monthly reports to be submitted and reviewed by the owner.

### Achievements:

- Increased customer base by 20% providing superior customer service;
- Provided excellent customer service for over 1000 guests;
- Trained 10 employees on the Barista Role and Customer service.

## WORDPRESS PROJECTS:

- sregepmulyo.com
- warbiebabyshop.com

## OTHER PROJECTS:

- Book Editor  
"Psikopatologi Lintas  
Budaya" published by  
UGMPress
- Presenter of AAICP  
(Asian Association of  
Indigenous and  
Cultural Psychology)

### **Barista**

Paideia Cafe | 2017-2018

- Managed beverage line effectively;
- Held sole responsibility for incoming transactions;
- Received and managed complaints from Customers;
- Create monthly reports for my supervisor.

### **Achievements:**

- Creating a new beverage that becomes the best seller in the cafe.

### **Quality Assurance**

Gameloft | 2016-2017

- Held responsibility to run games in order to identify and locate potential bugs prior to the launch of the game;
- Conduct test cases for certain Bugs;
- Testing Localization for Supported Languages.

### **Achievements:**

- Locate more than 200 bugs in my first week of work (one of the biggest bugs number for newbies)
- Create new test cases for controller compatibility in one of the games.

## EDUCATION:

### **WordPress Development Course**

Udemy | 2021 - ongoing

### **Master of Arts in Psychology**

Universitas Gadjah Mada | 2018 - ongoing

### **Bachelor of Science in Theology**

Duta Wacana Christian University | 2009 -2015