

Takoda Setiabudi

Vancouver, BC
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Professional Summary

A motivated and adaptable professional with over 9 years of experience in customer service, administrative support, and team coordination. Eager to transition into the skilled trades, particularly in the construction industry. Known for my ability to learn quickly, follow safety protocols, and collaborate effectively with teams. Seeking to apply my strong work ethic, attention to detail, and willingness to learn as a **Steel Stud Framer**.

Key Skills

- **Quick Learner:** Ability to adapt to new tasks and environments quickly and efficiently.
 - **Team Collaboration:** Proven experience working well in team settings and contributing to successful project completion.
 - **Attention to Detail:** Meticulous in following guidelines and ensuring work is completed to a high standard.
 - **Physical Endurance:** Comfortable with physically demanding work, including heavy lifting and repetitive tasks.
 - **Safety Protocols:** Focused on maintaining a safe and clean work environment.
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Relevant Experience

Client Services Coordinator (Volunteer)

Health Initiative for Men (HIM) Clinic | Vancouver, BC
Apr 2024 - Present

- Provide first-point contact for clients, offering guidance and support while managing sensitive information with confidentiality and professionalism.
- Manage client appointment scheduling, optimizing clinic workflows and reducing waiting times.
- Educate clients on health services and programs, enhancing community awareness and engagement.
- Ensure effective communication and coordination with healthcare providers, contributing to improved operational efficiency and client care.
- Address and resolve client queries and concerns, delivering compassionate and effective customer service.

Customer Food Quality Auditor

FED (Healthy Meal Prep Service) | Vancouver, BC
Aug 2023 – Sept 2024

- Performed detailed audits of all aspects of food service operations, from procurement to point of sale, ensuring compliance with national health and safety guidelines.
- Critically assessed and validated the accuracy of food safety documentation and operational records, ensuring adherence to legal standards.
- Identified and addressed potential risks in the food production process, recommending strategic improvements to enhance safety and quality.
- Monitored the quality of ingredients and final products, ensuring consistent compliance with defined standards and customer expectations.

- Collaborated extensively with internal teams, suppliers, and regulatory bodies to fortify food safety practices and maintain high compliance ratings.

Server

Pokerrito | Burnaby, BC

Sept 2022 - May 2023

- Oversaw daily operations, including staff coordination, food preparation, and customer service, ensuring compliance with health and safety standards.
- Developed and conducted comprehensive training for new hires and existing staff, emphasizing adherence to sanitation protocols and workplace safety.
- Managed inventory and supply chain logistics to maintain optimal stock levels and reduce waste.
- Effectively resolved customer issues, maintaining a high standard of customer service and enhancing overall satisfaction.

B2B Health Insurance Marketing Specialist

Oona Insurance | Jakarta, Indonesia

Aug 2012 - Jun 2021

- Developed and executed comprehensive marketing strategies to promote tailored corporate health insurance solutions for large businesses. Focused on driving client acquisition and retention while managing a high-value client portfolio.
- Designed and implemented customized health insurance packages to meet the specific needs of large employee groups, significantly enhancing client satisfaction and retention.
- Orchestrated the entire customer journey, from initial engagement through contract negotiations and finalization, ensuring a seamless experience and fostering sustained business relationships.
- Fostered collaboration across various departments to ensure alignment between service delivery and client expectations, leading to improved service quality and operational efficiency.
- Addressed and resolved complex client concerns, setting industry benchmarks for customer service excellence and ensuring long-term satisfaction.

Education

Diploma in Hospitality Management

Wales Young Institute | New Westminster, BC

July 2021 – Sept 2024

Masters of Management

Tarumanagara University | Jakarta, Indonesia

Feb 2014 – Aug 2015

Bachelors of Economics in Management

Widyatama University | Bandung, Indonesia

Sept 2007 – Jan 2011