

UCHIE MAIRANI

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I am a graduate of the International Relations program at Pertamina University, actively involved in various student organizations where I served as a coordinator, head of sponsorship, and mentor. In addition to my campus activities, I also gained internship experience in customer care, business operations, and administration, as well as participated in training programs in marketing and finance. These diverse experiences have shaped me into an adaptive, analytical individual with strong problem-solving skills. I highly value responsibility, integrity, and loyalty, and I am able to work effectively in a team to achieve shared goals.

EDUCATION BACKGROUND

Bachelor's Degree in International Relations, Pertamina University (2020 - 2025)

GPA : 3.59
Extracurricular Score : 14.350
TOEFL Score : 477

INTERNSHIP EXPERIENCE

Customer Care Internship, PT Adira Dinamika Multi Finance Tbk

Period: 17 April 2024 – 13 September 2024

- Conducted 100 daily outbound calls to customers from 5 different branches for satisfaction surveys, with a minimum target of 50% “agree” responses.
- Handled 30 customer complaints per day via ACI and CC systems, categorizing issues into 12 subcategories for service analysis.
- Performed complaint resolution verification calls to 20–50 customers per day (600–1,500 per month), aiming for a 73% response rate.
- Created 5–10 daily complaint tickets for follow-up by branches/head office to ensure transparency in issue handling.
- Managed 23–30 daily user comments on the Adira Infomedia Play Store page, compiling feedback by rating and type for service team evaluation.

Mineral and Coal Non-Tax State Revenue (PNBP) Subsector Internship, Directorate General of Budget, Ministry of Finance of the Republic of Indonesia

Period: 1 December 2023 – 30 January 2024

- Analyzed 2023–2024 mineral and coal commodity prices using data from MDPI, IMF, and the World Bank to identify trends and fluctuations.
- Authored a strategic journal on commodity sector management, published on media.kemenkeu.go.id.
- Supported the Head of Subdivision by scheduling meetings and routinely taking official meeting minutes.
- Served as committee member for Canva design training attended by 50+ participants under the One Ministry of Finance Satu Kemenkeu program.
- Managed the SIMBARA questionnaire with 81% positive responses, developed as part of a system evaluation effort.

Business Operations, PT Unirama Duta Niaga

Period: 10 July 2023 – 22 September 2023

- Monitored and recorded inventory using the Gudang Unirama application.
- Created stock request tickets to principals based on delivery requirements.
- Coordinated daily delivery schedules for 18–21 trucks, covering 800–2,800 items per day to partner stores, and logged driver and loading team data.
- Prepared delivery letters for warehouse trucks dispatching goods to partner outlets.
- Managed 45–86 daily orders from Gmail by calculating item totals and types, then forwarded the data to the operations and sales teams for prompt processing.

ORGANISATIONAL EXPERIENCE

Mentor – Mimpi Movement (February – April 2023)

- Taught sociology, arranged class schedules, monitored attendance, and assisted students with assignments and exam preparation.

Mentor – New Student Orientation Week (September 2022)

- Guided new students in understanding the academic environment, campus culture, ethics, and student organisation systems at Pertamina University.

Head of Sponsorship – Universitas Pertamina Festival (October 2019)

- Managed sponsorship partnerships, provided promotional space, and maintained communication with internal and external stakeholders to ensure the success of the event.

Coordinator – Student Innovation Unit for Energy (August – October 2019)

- Led the planning and coordination of student energy innovation projects, supervised research teams, established external partnerships, and developed strategies for innovation growth.

TRAINING

- Training on marketing and finance, organised by Kalibr in 2025.
- Training on optimizing marketing content and developing effective business strategies, organized by Gapura Digital Indonesia in 2021.

COMPETITIONS AND ACHIEVEMENTS

- Second-best graduate of the International Relations programme, Pertamina University May 2025 graduation period.
- Recipient of the Bazma Indonesia Scholarship, 2023–2024.
- 2nd Place Archery Competition in celebration of Independence Day, organised by Corner Archery Club & Komunitas Panahan Langsa, 2023.
- 3rd Place Article Writing Competition, organised by Blogger ID & Loker Jogja Info, 2021
- Recipient of the *Sobat Bumi* Scholarship from Pertamina Foundation, 2020–2021.
- 2nd Place Poetry Writing Competition, organised by Pena Perak & Penerbit Lintang, 2020.

SKILLS

Soft Skills : Time management, communication, leadership, diplomacy, negotiation.

Hard Skills : Microsoft Office, copywriting, risk analysis, social media marketing.

SUPPORTING DOCUMENTS

https://drive.google.com/drive/folders/1ipFiAWVaazGA_ypqTZ7aSTE1eyUN1f8E?hl=id