

AMISAH

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SUMMARY

Motivated and detail-oriented professional transitioning into Frontend Web Development after 5+ years of experience in content moderation and customer support within multinational environments. Skilled in building responsive websites using HTML, CSS, and JavaScript, with a strong focus on clean structure and cross-device compatibility. Demonstrates strong discipline in following standards, problem-solving, and working in fast-paced teams. Currently expanding technical expertise by learning PHP and continuing to develop real-world web projects..

TECHNICAL SKILLS

Web Development: HTML5, CSS3, Tailwind CSS, JavaScript (ES6+), Responsive Design
Tools & Platforms: Git, GitHub, VS Code, TailwindCSS, Javascript, Boostsrp, Canva, Microsoft Office, ChatGPT & AI Tools
Professional: Content Moderation, Quality Control, SOP Compliance, Customer Support
Languages: Indonesian (Native), English (Professional Working Proficiency), Malay (Fluent)

ADDITIONAL EXPERIENCE

Personal Portfolio Website

Designed and deployed a personal portfolio website to showcase frontend development skills and projects. Used CSS Flexbox and Grid to create responsive layouts across different screen sizes..

Taqiyya Care Centre Landing Page

Developed a responsive landing page using HTML and CSS. Focused on clear structure and ensuring the website works well on both desktop and mobile devices..

Vespera Coffee website

Built a responsive website using HTML and CSS. Improved layout structure and navigation to make the website easy to use across different devices.

WORKING EXPERIENCE

Customer Service & Digital Payment Assistant, Medan, Indonesia.

Sep 2025 - Present

Family Retail Counter – Mobile & Payment Services

- Assisted customers with mobile product purchases (SIM cards, vouchers, internet packages).
- Processed digital transactions (DANA, GoPay, OVO, ShopeePay, and others).
- Handled utility bill payments (electricity, water, internet and others).
- Managed daily cash handling and transaction reconciliation
- Responded to customer inquiries regarding mobile services and pricing.
- Coordinated with technician for phone repair service requests.

- PT Pesona Dunia Travel**, Bekasi, Indonesia. June 2025 – Sep 2025
Sales & Customer Support
- Communicating with clients professionally.
 - Follow up with potential clients and maintain relationship with existing customers.
 - Selling travel products and service.
 - Prepare daily report on communication and sales activities.
- Accenture**, Kuala Lumpur, Malaysia. Dec 2021 – Nov 2024
Content Review Associate
- Responsible for evaluating content in social Media.
 - Identified potential risks such as harmful, sensitive, or non-compliant content.
 - Lock product if the products is counterfeit.
 - Collaborated with the team to maintain daily productivity and quality target.
 - Submit daily work report.
- PT VAD Indonesia**, Jakarta, Indonesia July 2019 – May 2020
Customer Service
- Handled customer inquiries via phone with professionalism and empathy.
 - Resolved customer complaints, provided solutions, and escalated complex cases when needed.
 - Maintained high satisfaction scores and met performance KPIs.
 - Explained product details clearly to help customers understand features and processes.
- Aegis BPO Malaysia Sdn Bhd.** Johor, Malaysia Jan 2019 – June 2019
Executive Customer Service
- Handled customer inquiries via phone with professionalism and empathy.
 - Resolved customer complaints, provided solutions, and escalated complex cases when needed.
 - Maintained high satisfaction scores and met performance KPIs.
 - Explained product details clearly to help customers understand features and processes.
 - Selling the products (probe for a new booking).
- SMK Swasta Harapan Al-Wasliyah Sukoharjo Medan**, North Sumatra, Indonesia June 2018 – oct 2018
Teacher
- Teaching office administration subject.
 - Making syllabus for teaching and learning plan.
 - Making examination questions and quiz.

EDUCATION

- International Islamic University Malaysia (IIUM)**, Kuala Lumpur, Malaysia. Feb 2013 – Dec 2017
Master of Education (Educational Management and Leadership)
- University Islam Sumatera Utara (UISU)**, Medan, North Sumatra, Indonesia. Sept 2004 – Feb 2008
Bachelor of Law