ELHAN NOOR AUZAN

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SUMMARY

Customer Service Specialist (3+ years) with a record of reducing response times by up to 3x through Google Sheets automation and handling 1,300+ chats/month in e-commerce settings and have experienced with Salesforce.

EXPERIENCE

Concentrix — English Customer Service – E-commerce | Yogyakarta | Oct 2024 – Aug 2025

- Handled 8,220 customer live chats (Feb–Aug 2025. Available records), averaging 1,313 chats per full month (Feb–Jul 2025) across order tracking, payments, placing orders, and account issues with strong first-contact resolution.
- Managed high-volume queues with professional, empathetic communication to clarify customer needs, provide accurate updates, and set clear expectations through each interaction.
- Exceeded team goals by maintaining 9.1 minutes AHT (Jan–Aug. Available records) while balancing speed, accuracy, and resolution quality.

PT Vads Indonesia — Customer Engagement Champion — Lion Parcel Project | Yogyakarta | Jan 2022 – Oct 2024

- Delivered quick, friendly responses to customer issues, achieving a 10.75-minute average completion time per chat (Feb–Dec 2022).
- Managed 379+ emails/month with an average first response time of 4.57 minutes (Jan 2023 – Jul 2024).
- Maintained accurate records and interaction logs in Salesforce CRM to support efficient case tracking and reporting.
- Built an automated Google Sheets template that improved email team efficiency by 2–3× for simple cases and streamlined workflows for complex inquiries; the concept was adopted across teams.

SKILLS

Customer Support: Multi-channel Support • Live Chat & Email Support • Escalation • Knowledge Base

Tools: Salesforce • Google Sheets • Microsoft Excel

Technical Skills: Troubleshooting • Technical Support • Documentation

Soft Skills: Communication • Written Communication • Analytical Thinking • Customer Empathy • Teamwork • Attention to Detail • Process Optimization • English Proficiency (B2 Upper-Intermediate)

PROJECTS

- Personal Incident Documentation Site (2025) - Built a web to document troubleshooting cases based on real issues I personally encountered to improve resolution consistency.
  Website: https://elhanauzan.my.id/me/docum/index

- Job Application Tracker (2025) - Automated tracker using Google Sheets and Microsoft Excel to streamline application management.
  File can be accessed at https://elhanauzan.my.id/me/project
- KKN Dinas Komunikasi dan Informatika Bantul (2020): Contributed to the development of the Smart City Bantul website inputting key content and installing necessary plugins on the WordPress platform to ensure functionality and ease of access.

SUPPORTING SKILLS & PROFESSIONAL DEVELOPMENT

- EF Standard English Test (EF SET) Certificate 77/100 (C2 Proficient) (2026).
  Reading Score: 90 C2 Proficient.
  Listening Score: 63 C1 Advance.
  Verification: https://cert.efset.org/en/YeS5He
- Google (Coursera) Google IT Support (2026). Supporting knowledge to improve problem understanding, documentation accuracy, and communication with technical teams. Details available at https://elhanauzan.my.id/me/cert

EDUCATION

Sekolah Tinggi Multi Media Yogyakarta — Bachelor of Communication Science (Information Management), GPA 3.42/4.00 | Sep 2017 – Jul 2021