

# Rifai Wibowo

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🏠 Jalan Anggrek Cendrawasih 8A Jakarta Barat

📁 Portfolio : <https://zensheet.my.id/>

📄 Digital CV : <https://cvrifai.pages.dev/>



## PROFILE

Sales Executive with over 9 years of experience, boasting a proven track record of sales success. Proficient in managing and addressing customer needs, conducting sales calls, securing new business, and consistently and effectively growing current accounts. Open to continual learning and collaboration with various stakeholders to drive progress. Proficient in developing custom business applications using Antigravity to streamline sales workflows.

## WORKING EXPERIENCE

- |                       |   |
|-----------------------|---|
| Aug 2024 – present    | <b>Expressindo System Network</b> (International Courier Express, Cargo, Sea, and Domestic)<br><b>Key Account</b><br>Job Summary: <ul style="list-style-type: none"><li>1. Develop and implement strategic account plans to achieve sales targets and build strong, long-term relationships with key clients</li><li>2. Maintain and nurture strong relationships with key stakeholders within client organizations, acting as a primary point of contact.</li><li>3. Achieve or exceed sales quotas and targets by identifying new business opportunities and closing deals</li></ul>                            |
| Aug 2023 – Jul 2024   | <b>Expressindo System Network</b> (International Courier Express, Cargo, Sea, and Domestic)<br><b>Inside Sales Leader</b><br>Job Summary: <ul style="list-style-type: none"><li>1. Manage work of inside sales representatives team</li><li>2. Coach, train, evaluate and monitor sales representatives performance</li><li>3. Track sales targets and KPIs</li><li>4. Research and discover methods to increase customer engagement</li></ul>  |
| Aug 2015 – Jul 2023   | <b>TNT &amp; FedEx</b> (The company provides a range of express and cargo delivery services involving transferring parcels, documents, and pieces of freight)<br><a href="http://www.tnt.com">www.tnt.com</a><br><a href="http://www.fedex.com">www.fedex.com</a><br><b>Inside Sales Representative</b><br>Job Summary: <ul style="list-style-type: none"><li>1. Responsible for maintaining existing customers &amp; developing new leads</li><li>2. Communicating with customers to understand their needs, and ensuring a smooth sales process.</li><li>3. Closing sales and achieving sales targets</li></ul> |
| Jun 2014 – Jun 2015   | <b>TNT &amp; FedEx</b><br><b>Dedicated Customer Service at TNT (for Customer Major Accounts)</b><br>Job Summary: Handled customer inquiries and complaints.   |
| Jun 2013 – May 2014   | <b>TNT &amp; FedEx</b><br><b>Customer Service at TNT, Bandung</b><br>Job Summary: Handled customer inquiries and complaints.  |
| Jun 2009 – April 2012 | <b>PT Infomedia Nusantara</b> (the company that provides outsourcing and offshoring consulting services, as well as contact center services, in Indonesia)<br><a href="http://www.infomedia.co.id">www.infomedia.co.id</a><br><b>Call Center Telkomsel</b>  |
| Jan 2008 – Feb 2009   | <b>Penerbit Erlangga</b> (printing and publishing company)<br><a href="http://www.erlangga.co.id">www.erlangga.co.id</a>  |

## WORK ACHIEVEMENT

**Inside Sales & Revenue Awards (2016–2023):** Consistently ranked in the Top 4 across multiple competitions, including 1st place in "Number of Closed Win Pipeline" (2021) and "Monthly New Win Revenue" (2022-2023). \* **Campaign Excellence:** Achieved 2nd place in multiple regional campaigns (Goodwill Incentive, We Thank You, APAC Recovery)

## SKILL & COMPETENCE

1. **Low-Code Development (Antigravity):** Experienced in building custom web/mobile applications to automate sales reporting, lead tracking, and business process efficiency.
  - a. **Application Building:** Proficient in designing custom web/mobile apps to automate sales reporting and lead tracking (Portfolio: [zensheet.my.id](https://zensheet.my.id)).
  - b. **Workflow Automation:** Integrating business logic to streamline internal processes and improve data accuracy.
  - c. **AI Implementation:** Utilizing AI capabilities within low-code platforms to enhance decision-making and customer engagement.
2. **Sales & CRM Tools:** Proficient in **Salesforce**, MS Office, and PowerPoint for presentation and reporting
3. **Strategic Account Management:** Experienced in developing account strategies, setting goals, and monitoring performance
4. **Leadership & Communication:** Skilled in leading teams and handling customer complaints with professional communication.

## PERSONALITY

1. I am disciplined, perseverant, and responsible, and I can work effectively both in a team and independently.
2. Analytical, objective, rational, and capable of planning and structuring.
3. Visual-textual learner

## EDUCATIONAL BACKGROUND

Universitas Padjadjaran / Arabic Literature / 2002 – 2006 / GPA 3.26

## HOBBIES & INTEREST

Running; Cycling; Photography

<https://www.strava.com/athletes/67808540>

<https://www.eyeem.com/u/rifaiwibowo>