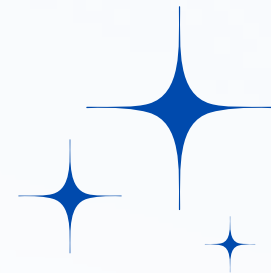
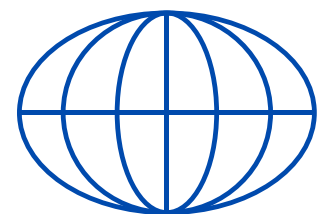


Creative



PORTFOLIO



**M
GUNAWAN**

a professional customer support for
troubleshootings and reporting general and technical
settings



ABOUT ME

Experienced in building meaningful connections with clients, partners, and communities while delivering high-quality service and ensuring positive user experiences.

Known for strong communication skills, problem-solving ability, and a proactive approach in identifying partnership opportunities that drive growth and engagement.



M GUNAWAN

Specialist with a strong foundation in customer service, relationship management, and stakeholder engagement.



EDUCATION



Jaya Baya University

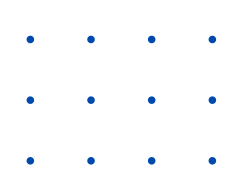
2019-2021

President University

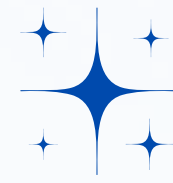
2023-2025

Electrical engineering

Master science information Technology



MY SKILLS



- Client relationship management
- Complaint resolution & problem-solving
- Service quality improvement
- Customer satisfaction optimization
- Community engagement
- Networking & collaboration



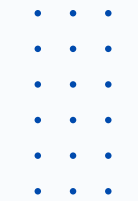
CUSTOMER SERVICES



PROBLEM SOLVING



WORK EXPERIENCE



Maintenance international reporting - Procurement problem solving
Salford & Co. 2017- 2024

Maintenance Monthly breakdown reporting to Idemitsu Kosan

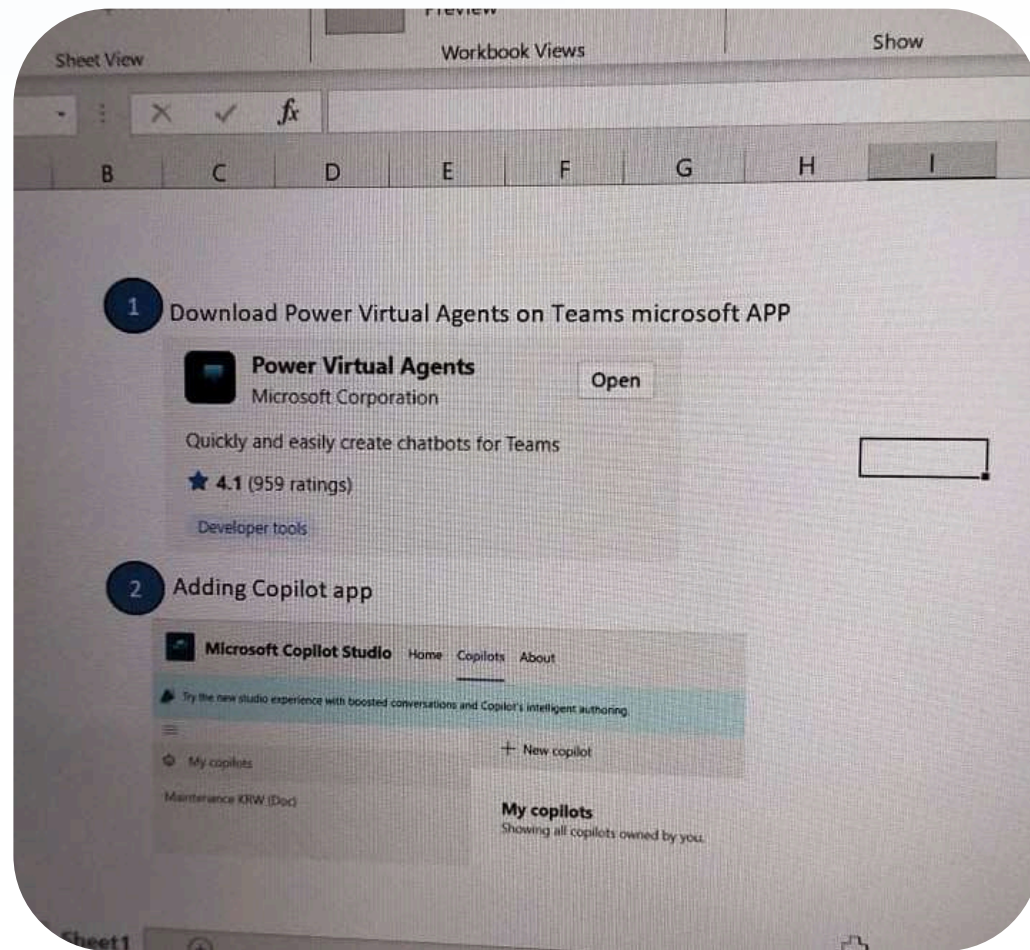
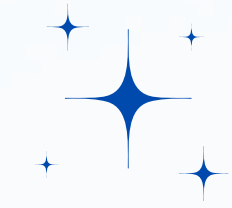
Maintenance Engineering coordinating report from problem and improvement

General planner - Staff technical coordinator

Larana, Inc. 2024 - current

Planning and coordinating with field and office settings
handling major error from field
handling problem and solving internal and external

PROJECT PORTFOLIO



Project chat bot for teams documentation search



Project Delta-i construction solve ex-internal problem



Project technical troubleshooting with vendor related





ACHIEVEMENT



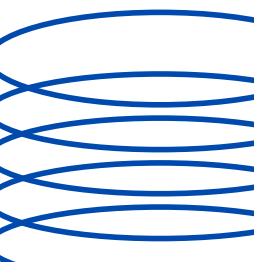
2022 Golden Kaizen

Fuel consumption reduction and co2 reduction

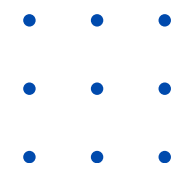


2023 Golden Kaizen

Boiler settings parameter to reduce fuel consumption



LETS WORK TOGETHER



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www.gunawan.com

Closing



THANK YOU

