



Rabbani Kholilullah

Yogyakarta, Indonesia | rabbany.kh@gmail.com | +60 107778795
Fluent in English, Bahasa Indonesia, and Malay

Professional Summary

Striving to collaborate with professionals who prioritize quality and operational effectiveness. I look forward to understanding your team's challenges and exploring how I can help address them. I value performance evaluation and would appreciate any guidance for my development within the team. As a Senior Quality Evaluator with expertise in IT Service Desk, Data Compliance (KYC), Content Moderation, and Sales, I am dedicated to driving operational excellence.

Education

Bachelor Of Technology (B. Tech/B. E), Information Technology
STMIK AMIKOM Yogyakarta, Indonesia (GPA = 3.35) | 2017

Main Skills

- Team Management
- Problem Solving & Conflict Management
- Communication & Cross-Functional Collaboration
- Legal Verification & Fraud Prevention
- Administration & Process Optimization
- Data Privacy, Data Protection & Copyright Law

Work Experience

Sr. Quality Evaluator

Concentrix Malaysia – Kuala Lumpur
Jun 2022 – Jun 2024

- Improved service delivery, achieving yearly team's performance ratings of **97.08%** in 2022 and **98.11%** in 2023.
- Implemented (pilot team) QA strategies, **achieving a 55%** reduction in Facebook UGC content violations.
- Audited internal compliance and upheld strict data confidentiality standards, meet **100% client's target**.
- Worked with the Team Lead and Business Analyst to finalize 39 Agent's KPI and bonus payout.

Tier II KYC - Client Data Service Analyst [Global English]

Concentrix Malaysia – Kuala Lumpur
Nov 2021 – Jun 2022

- Implemented KYC Process, reduced fraudulent action by **67%** in user verified badge request & Business Manager.
- Managed incident response, proficient in CRM tool, assess client data identifying potential risk or discrepancy.
- Team leader's assistant, by mentoring juniors fostering a collaborative team environment.
- Resolve client scaled escalation cases in timely manner, in average 100++ cases daily.

Content Moderator [Bilingual Bahasa Indonesia - English]

Concentrix Malaysia – Kuala Lumpur
Jan 2020 – Nov 2021

- Resilient, passionate in digital media, fast learner and adapted, proven excellence in performance metrics.
- Moderated FB user-generated content with **98% accuracy**, ensuring compliance with community guidelines.
- Proficient Bilingual English & Bahasa Indonesian, aware of culturally sensitive (graphics content) and local issues.

IT Technical Specialist [Bilingual Bahasa Indonesia - English]

Convergys Dell EMC – Kuala Lumpur

Jan 2017 – Dec 2019

- Targeted root cause investigations efficiently reduced the spare parts replacement budget **by \$50,000 annually**.
- Resolved complex technical issues, achieving 3 consecutive **Best Resolution Expert** awards (2017–2018).
- Provided tailored IT solutions for Windows OS, data management, and system config and utilities.
- Record data transcription in CRM system, **99% accuracy** records for future reference.

Sales Associate

Bimasuci Group – Indonesia

Apr 2010 – Feb 2011

Part time Sales Associate in family-owned business.

- Operated Point of Sale (POS) systems to efficiently process sales transactions and manage customer data.
- Managed inventory levels and processed sales orders to ensure optimal stock availability.
- Conducted regular warehouse audits to maintain **100% accurate** inventory records.
- Oversaw cash flow management to ensure financial accuracy and accountability.

Skills

Technical Skills

Transaction Monitoring, Root Cause Analysis, Statistical Reporting, Data Visualization

Tools:

- **IT Management:** Dell EPSA, Active Directory, SCCM, Dell Remote Assist, Ms. Teams
- **SaaS or cloud-based services:** Office 365, Google Workspace, Okta, DUO
- **CRM:** Salesforce, AgentConnect, FB-SRT
- **Data Visualization:** Tableau, Ms. Excel
- **Ticketing system:** ServiceNow

Languages

- Fluency: English, Bahasa Indonesia, Malay

Certifications & Training

- Google IT Support Professional Certificate
- Six Sigma Yellow Belt Certification by Concentrix
- Microsoft IT Support Specialist Professional Certificate
- ITIL 4 Foundation – Service Management by Concentrix
- Alibaba Cloud Certification – Data Works & Machine Learning
- Career Essentials in Project Management by Microsoft and LinkedIn
- Certified English CEFR C2 Proficient | Score: 76/100 | <https://cert.efset.org/en/29oeL2>

Achievements

- Best Resolution Expert (3x consecutive, Dell EMC: 2017–2018)
- Loyalty Award (Facebook: 2021)
- Top Performer (Facebook: 2022)
- QA of the Month (Facebook: 2022)

Additional Information

- **Availability:** Immediate
- References: Available upon request