



ARWANDA NUR FATTA AMALISA

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Jalan Imam Bonjol, Gang Segina 3, Pemecutan Kelod, West Denpasar, Bali

Detail-oriented Personal Assistant, Customer Service, and Technical Virtual Assistant with 3+ years of professional experience supporting executives, international clients, and growing businesses. Experienced in executive administration, calendar and inbox management, customer communication, CRM administration, WordPress, Shopify, workflow automation, and business operations. Recognized for strong organizational skills, proactive problem-solving, and delivering responsive support that helps businesses operate efficiently in remote environments.

Work Experience

Dutch Skincare - Netherlands, Remote

Apr 2026 - Jul 2026

Technical Virtual Assistant

Dutch Skincare is a premium skincare clinic and e-commerce company specializing in advanced skin treatments, laser therapy, and professional skincare products. The business operates both physical clinics and digital platforms to provide personalized skincare services across the Netherlands

- Managed and optimized the company website using WordPress and Elementor, maintaining accurate service, pricing, and product information.
- Built 3 landing pages and developed 2 automated booking forms using Elementor, integrating submissions with Google Sheets to reduce manual administrative work.
- Configured and maintained website plugins, landing pages, and backend systems to improve website stability and user experience.
- Supported CRM administration and customer data management using Google Workspace and workflow automation tools.
- Diagnosed and resolved technical website issues, ensuring smooth day-to-day business operations.
- Collaborated directly with the business owner to streamline digital processes and improve operational efficiency.

Elevated Connections - Canada, Remote

Nov 2025 - Apr 2026

Virtual & AI Driven Assistant

Elevated Connections is a Canadian wellness and coaching company providing coaching, therapy, and holistic wellness services through digital platforms and automated client management systems

- Managed executive calendars, inbox management, client appointments, and daily administrative operations using GoHighLevel (GHL), ensuring seamless scheduling and business operations.
- Designed and implemented 5 CRM workflows, including email sequences and SMS automation, to streamline customer communication and appointment management.
- Built 3 landing pages and sales funnels using GoHighLevel to support lead generation and client acquisition campaigns.
- Created and optimized 5 ManyChat automation workflows, reducing repetitive customer interactions and improving response efficiency.
- Managed automated content publishing across 8 social media platforms using GoHighLevel, successfully scheduling and publishing 50+ pieces of content.
- Produced AI-powered marketing assets, including 2 AI-generated promotional videos, using ChatGPT, HeyGen, and ElevenLabs.
- Collaborated with international clients to improve business operations through workflow automation, CRM optimization, and digital process improvements.

Digipad.id - Denpasar, Bali

Aug 2025 - Nov 2025

Personal Assistant To Neurology Specialist

Digipad is a healthcare technology startup supporting medical professionals through digital administration, patient management systems, and technology-driven clinic operations

- Managed the executive calendar, consultations, and daily appointments for a neurology specialist, coordinating an average of 8 patient appointments per day.
- Handled patient communication via WhatsApp, providing appointment scheduling, reminders, follow-ups, and general information to ensure a smooth patient experience.
- Coordinated with nursing staff to organize patient schedules, medical documentation, and daily clinic operations.
- Prepared presentations, reports, and confidential administrative documents using Microsoft Office and Google Workspace.
- Managed invoices, clinic expenses, petty cash, and administrative records while maintaining financial accuracy and organized documentation.
- Maintained strict confidentiality while supporting executive communications and day-to-day administrative operations.

PT.Leassy Transportation Indonesia - Denpasar, Bali

Jun 2024 - Aug 2025

Customer Service Representative

Leassy Transportation Indonesia is a vehicle rental and transportation company providing customer-focused mobility solutions across Bali

and Yogyakarta

- Handled 30+ customer inquiries daily via WhatsApp and phone, providing booking assistance, rental information, and responsive customer support while maintaining high service standards.
- Managed 12–15 vehicle bookings per day using the company's internal CRM, ensuring accurate reservations and timely customer follow-ups.
- Coordinated daily schedules and task assignments for a team of 6 drivers using Trello, ensuring efficient fleet operations and on-time service delivery.
- Managed operational reports, accounts receivable, and cash flow records using Microsoft Excel while maintaining accurate financial documentation.
- Developed and implemented a digital maintenance tracking system for a fleet of 321 motorcycles, improving maintenance visibility and reducing manual record-keeping.
- Collaborated with operations and customer service teams to resolve customer issues promptly and deliver a seamless rental experience.

Mimosa Boutique - Denpasar, Bali

Dec 2023 - Jun 2024

Administrative Assistant

Mimosa Boutique is a fashion retail business operating both online and offline, managing multi-channel e-commerce sales across Indonesia

- Managed inventory for 10+ product SKUs across Shopee, Tokopedia, the company website, and Olsera POS, ensuring accurate stock records and product availability.
- Handled 10+ daily customer inquiries via WhatsApp and online sales channels, providing product information, order updates, and responsive customer support.
- Coordinated order processing, inventory updates, and occasional packing to ensure accurate and timely order fulfillment.
- Assisted with stock opname, inventory reconciliation, and sales reporting using Microsoft Excel to maintain inventory accuracy and support business decisions.
- Prepared employee schedules, attendance records, and payroll documentation while supporting day-to-day administrative operations.
- Collaborated with the operations team to maintain smooth e-commerce and retail workflows across multiple sales channels.

Pendidikan

Universitas Terbuka - Denpasar, Bali

Aug 2023 - Aug 2027 (Perkiraan)

Bachelor of English Language Literature & Letters, 3.60/4.00

- Strong foundation in English communication, professional writing, and critical thinking.
- Developed analytical, research, and cross-cultural communication skills.
- Demonstrated strong time management by successfully balancing full-time work and university studies.

Leadership & Professional Development

Magical Bali Toath Master Club - Denpasar, Bali

Nov 2025 - Mar 2026

Member

Magical Bali Toastmasters Club is a public speaking and leadership development club based in Bali, affiliated with Toastmasters International — a global organization dedicated to communication and leadership skills. The club provides a supportive environment for members to practice speech delivery, impromptu speaking, active listening, and constructive feedback

- Delivered prepared speeches and participated in impromptu speaking (Table Topics) sessions in English.
- Improved public speaking, presentation, and interpersonal communication through regular practice and feedback.
- Developed active listening, confidence, and leadership skills by participating in collaborative speaking activities.
- Engaged with professionals from diverse backgrounds, strengthening cross-cultural communication and networking abilities.

Debaters 77 - Denpasar, Bali

Jan 2024 - Jan 2026

Member

Debaters 77 is an internal debate organization at Universitas Terbuka Denpasar, Bali, focused on training students in competitive debating, critical thinking, argumentation, and public speaking. The organization provides a platform for members to practice structured debates, analyze contemporary issues, and develop persuasive communication skills.

- Participated in regular debate training to strengthen critical thinking, structured argumentation, and analytical reasoning.
- Practiced British Parliamentary and Asian Parliamentary debate formats to improve persuasive speaking and public speaking skills.
- Collaborated with team members to research, prepare, and present arguments on a wide range of current issues.
- Developed confidence, problem-solving, and professional communication skills through competitive debate activities.

Skills, Certifications & Achievements

- **Achievements** 🏆 (2021): National Bronze Medal – Aku Pintar Academic Competition (2021)
- **Achievements** 🏆 (2021): 1st Place – Accounting Festival of Dewantara, East Java Provincial Level (2021)

- **Achievements** 📌 (2021): 1st Place – COVID-19 Safety Protocol Poster Design Competition, Kediri Regency (2021)
- **Achievements** 📌 (2020): 3rd Place – Sunan Bonang Science Competition (MIPA) (2020)
- **Modules Taken** 📌 (2026): Google – Discover the Art of Prompting (2026)
- **Modules Taken** 📌 (2026): Google – Maximize Productivity with AI Tools (2026)
- **Modules Taken** 📌 (2026): Vanderbilt University – Generative AI Deep Research: Strategic AI Edge for Leaders (2026)
- **Modules Taken** 📌 (2026): Google – Stay Ahead of the AI Curve (2026)
- **Modules Taken** 📌 (2026): Google – Use AI Responsibly (2026)
- **Hard Skills** (2026): Executive & Personal Assistance • Administrative Support • Calendar & Inbox Management • Customer Service • CRM Management (GoHighLevel) • Appointment Scheduling • WordPress • Elementor • Shopify Administration • Workflow Automation (ManyChat) • Bit Integrations • Google Workspace • Microsoft Excel • Trello • Canva • ChatGPT & AI Productivity Tools
- **Soft Skills** (2026): Communication • Organization • Time Management • Problem Solving • Attention to Detail • Critical Thinking • Adaptability • Team Collaboration • Customer Relationship Management • Proactive Mindset