

FREDERICK WIMAR

FRESH GRADUATE

PROFESSIONAL SUMMARY

A motivated and adaptable graduated from IBBA program at NTHU, Taiwan. fluent in Indonesian and English, with intermediate Chinese skills. With experience in business development support and enjoy taking on new challenges and growing through hands-on work.

CONTACT

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WORK EXPERIENCE

Winter Internship

INT Group International Taiwan — Taoyuan City, Taiwan

Jan 11, 2022 – Mar 13, 2022

- Assisted in the dyeing process of textile fabrics, experimenting with various color applications
- Conducted quality checks on fabric color outcomes to ensure consistency and accuracy
- Applied coloring techniques in a laboratory setting, focusing on precision and detail
- Performed screen printing tests on fabric to evaluate the durability and quality of the final product
- Gained hands-on experience in textile lab operations and production workflows

English teacher part time

茉莉蒙特梭利資源整合中心 — Hsinchu City, Taiwan

Sept 2022 – Feb 2023

- Focus on helping students build confidence in speaking and understanding simple English phrases and vocabulary.
- Teach English to children using age-appropriate materials and methods.
- Educating young learners with patience and a positive attitude.
- Provide simple reports or feedback to parents or coordinators as needed.
- Teaching English for children using songs, storytelling, and drawing to make lessons engaging and playful.
- Supporting children in learning English grammar and vocabulary, and developing their listening skills to become more attentive and responsive to english

Content Strategist

ola farma — Bandung, Indonesia

May 2024 – Sept 2024

- Planning content development for social media to in order to monitor competitor activities and industry trends.
- Research audience preferences and trends to inform content direction
- Generate insights and recommend improvements for engagement and reach.
- Engage with the online community to increase brand visibility and loyalty.

Human resource intern

Pijat keluarga ningrat jatiwaringin — Jakarta, Indonesia

Nov 2024 – Feb 2025

- Schedule and coordinate interviews.
- Support attendance tracking, leave requests, and schedule management.
- Support implementation of workplace policies and SOPs.
- Support employee feedback collection and follow-up.
- Assist in arranging staff training sessions

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Customer Support Specialist — Taipei, taiwan

Taskus

Mar 2026 - Now

- Resolved complex account-related issues including hijacking, password recovery, email access failures, and user complaints through structured problem-solving approaches
- Analyzed user cases to identify root causes and applied system-based solutions using internal tools and platform policies
- Achieved an average of 12 tickets per hour (TPH), exceeding KPI target (8 TPH) by 50% while maintaining accuracy
- Maintained 90%+ quality assessment score, consistently above the 85% benchmark
- Delivered secure and compliant account recovery by following strict verification and risk-control procedures
- Supported a global user base, primarily in English and Indonesian, with additional multilingual support (Russian, Chinese, Portuguese, Italian, French)
- Contributed to reducing ticket backlog and resolution time by prioritizing cases effectively and optimizing workflow within the system
- Utilized internal ticketing systems to diagnose issues, track patterns, and ensure efficient resolution

ACADEMIC HISTORY

National Tsing Hua University — Hsinchu, Taiwan
Bachelor of Business Administration (International Program)
2025

LICENCES & CERTIFICATION

Building a Business presence with facebook marketing

coursera

Issued Dec 2025

Credential ID V86JE8Q0MQ8W

Introduction to Social Media Marketing

Meta

Issued Jan 2026

Credential ID K2ZNPMD7MGJ0