

ABSTRACT

Mutiara Aulia Rifkha (2022021084)

AKTIVITAS KERJA PROFESI SEBAGAI ADMIN BACK OFFICE DI BANK PEMBANGUNAN DAERAH JAWA BARAT DAN BANTEN (BJB) SYARIAH KANTOR CABANG PEMBANTU (KCP) CILEDUG

This internship report is based on the author's experience during a professional work program as a Back Office Admin at Bank BJB Syariah, Ciledug Sub-Branch Office. The main objective of this professional work program is to apply management knowledge in real-world practice, enhance technical and communication skills, and gain direct understanding of administrative processes and document management in a professional environment. During the internship, the author was involved in various administrative activities such as inputting gold collateral data, archiving customer documents, and verifying account opening requirements. The author also participated in additional activities including mass account opening and product promotion through open booths. This experience provided the author with a practical understanding of Islamic banking operations, the importance of accuracy in administration, and the development of soft skills such as communication, adaptability, and problem-solving. Challenges such as limited system access and customers' lack of understanding were successfully addressed through coordination and proactive approaches. This report aims to offer a comprehensive overview of the internship experience in the Islamic banking industry.

Keywords: Internship, Back Office Administrator, Bank BJB Syariah, Islamic Banking