

## **ABSTRACT**

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**PROFESSIONAL ACTIVITIES OF OPERATIONAL STAFF AND CUSTOMER SERVICE DIVISION PT. BANK SYARIAH INDONESIA KC.PONDOK INDAH**

*This Professional Work Report is made as a description of the work carried out while carrying out professional work, which aims to fulfill the graduation requirements at Pembangunan Jaya University. While carrying out professional work at Bank Syariah Indonesia Pondok Indah Branch Office, the practitioner works in the Operational Staff and Customer Service Division.*

*Most of the work carried out by the practitioner is working and assisting in the process of migrating BNI Syariah and BRI Syariah bank accounts that merged to Bank Syariah Indonesia, assisting customers in opening online accounts, and registering mobile banking. During the implementation of Professional Work, the practitioner is guided by BOSM (Branch Manager Office Manager). Despite experiencing obstacles during the implementation of Professional Work, the practitioner can resolve these obstacles.*

**Keywords: Professional Work, Bank Syariah Indonesia, Account migration, Customer Service, Operational Staff**