Jr.FRONTEND DEVELOPER, CUSTOMER SERVICE

Ricky Anjasmara

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Location
Bandung City, West Java

About Me

I have special skills in the field of computerization, both hardware and software, I am able to communicate well, be ethical, teamwork, organized and detail oriented. I have freelance experience as a Frontend Developer and in customer service at the Retail Company PT Midi Utama Indonesia Tbk for one year, and at the Telecommunications company PT Infomedia Nusantara as a Telkomsel Outbound Call Center. My motivation for the future is to provide the best contribution to the company by prioritizing integrity, commitment, being open-minded, ideas for improvement and time management so that every process in management runs well, quickly, reliably, efficiently, effectively within SLAs and ensures compliance with regulations (policies and procedures).

Education

Widyatama University   2023 – Present, Bandung, West Java
Informatics Engineering

I am currently pursuing a bachelor's degree in Informatics Engineering at Widyatama University in Bandung. I am a seventh-semester student enrolled in the employee class program known as RPL (Recognition of Prior Learning). This program acknowledges an individual's learning achievements gained from formal, non-formal, informal education, and/or work experience as a basis for continuing formal education and for equivalence with certain qualifications.

Vocational High School at SMKN 2 OKU   2014 – 2017, Baturaja, South Sumatera
Computer and Network Engineering

I majored in Computer and Network Engineering according to my own interests, at school I actively participated in organizational activities, I was once chairman of the student council at school, and often took part in district and provincial level competitions representing the school. I learned and understood a lot about computer networks, programming languages, software and hardware, and in the organizational field I learned communication, leadership and public speaking skills..

Experience

PT Infomedia Nusantara, Call Center Telkomsel   Sep, 2023 – Apr 2024, Bandung, West Java
Job Description

- Contacting Telkomsel customers via call center telephone
- Informing about product promotions
- Mocking with no constraints on the service
- Entering and updating customer data
- Validating and verifying the latest customer data
- Handling complaints and creating complaint tickets to resolve problems.

Freelance, Frontend Developer   Oct, 2023 – Apr 2024, Remote (WFH)

Job Description
- Work closely with designers and backend developers to implement frontend features and functionality.
- Translate design wireframes and mockups into responsive and interactive user interfaces.
- Write clean, efficient, and maintainable HTML, CSS, and JavaScript code.
- Optimize application performance for maximum speed and scalability.
- Collaborate with the team to troubleshoot and debug issues.
- Stay up-to-date with the latest frontend development trends and technologies.

PT Midi Utama Indonesia Tbk, Store Associate   Jul, 2022 – Jun 2023, Tanggerang, Banten

Job Description
- Direct customer service, Managing store inventory.
- Conducting sales and Processing payment transactions.
- Displaying products according to FIFO and FEFO standards.
- Handling the shipping and receiving of goods.
- Creating store administration reports and Conducting stock opname of goods

DIGICOM SOLUTION, Apprenticeship   Mar, 2016 – Mei 2016, Baturaja, South Sumatera

Job Description
- Installing operating systems and software
- Computer checking and troubleshooting
- CCTV installation and setup
- Selling electronic goods and Creating daily reports

Organization

Student Association of STEKOM   2018 – 2020, Bandar Lampung
Position: Deputy Chairman

Description: Hima STEKOM is an association of students from the Computer Engineering and Computer System program aimed at strengthening the bond between faculties and fostering high solidarity. This activity often involves discussions on the development of technology, particularly IoT (Internet of Things) technology, which is rapidly evolving.

Student Activity Unit (UKM) Language   2017 – 2019, Bandar Lampung
Position: Member

Description: UKM Language is a student activity outside of class hours for learning foreign languages such as English, French, etc. This activity aims to train proficiency in foreign languages.

UKMBS KOMBIR Darmajaya   2018 – 2020, Bandar Lampung
Position: Member

Description: UKMBS KOMBIR is a student activity unit in the field of arts. This activity aims to cultivate an appreciation for cultural values and to train public speaking skills and performance in front of an

Lampung Student Festival (GPL)   2019 – 2020, Bandar Lampung
Position: Member

Description: GPL (Lampung Student Festival) is a national-scale organization. This activity aims to enhance leadership qualities and conduct socialization among schools with the main theme emphasizing the importance of the youth for the nation's progress.

Intra-Scholl Organization (OSIS)
Position: OSIS Chairman

Description: Handling and taking full responsibility for organizing school activities, coordinating all extracurricular activities, leading the organization effectively and wisely, chairing organizational meetings, and other related activities

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Skills

HTML, CSS, JavaScript, React Js, Bootstrap, GitHub, TypeScript, Canva Design, Google WorkSpace, Problem Solving, Troubleshooting computer, Sistem operasi, SAP Build & Apps, Focus, Multitasking, Collaboration, Communication, Creativity, Improvement, Public Speaking, Teamwork, Customer Service, Negotiations, Reporting, Administration, Open Minded, Analytic, Microsoft Office, Software, Hardware, Network, Social Media, Networking

Interest

- Costumer Service
- Frontend Developer
- Software Engineer
- Web Developer
- IT Support
- Administrator
- I am open to the possibility of joining and contributing in other fields.