

# Olivia Gustri Amanda

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## Summary

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Dynamic and results-oriented third-year student pursuing a Bachelor's degree in International Service Industry Management in Tzu Chi University. Equipped with a strong foundation in tourism, business administration, and business management. Skilled in problem-solving, communication, and leadership, demonstrated through successful completion of various academic projects and extracurricular activities. Eager to apply classroom knowledge and practical skills in a real-world setting through an internship, opportunity. Passionate about contributing positively to the organization's objectives while furthering personal and professional growth.

## Nationality

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Indonesian

## Education

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**Tzu Chi University | Hualien City, Taiwan**

**Bachelor Degree in International Service Industry Management | 02/2022**

- GPA: 4.00
- Related Courses: Service Management, Accounting, Marketing Studies, Organizational Behavior, Corporate Social Responsibility, Consumer Behavior.
- Extracurricular: TCU SDG Student Ambassador
- Volunteer: Online English Teaching for Dominican Republic Students Volunteering Program for 4 months

**Public Senior High School 2 Kediri | Kediri City, Indonesia**

**Mathematics and Natural Science | 05/2021**

- Graduated high school with average score of 93%
- Published Public Senior High School 2 Kediri's magazine as Editor-in-Chief

## Experience

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**EBM Technologies | Taiwan, Taipei City**

**Intern at Production and Validation Department | 07/2024 - Present**

Assisted with the installation, configuration, and validation of medical software systems. Troubleshoot technical issues, authored user manuals, and conducted software testing to ensure system functionality and quality compliance. Collaborated with team members to improve processes and support system integration.

**Tzu Chi University | Taiwan, Hualien City**

**Teaching Assistant (TA) for Color Theory class | 09/2023 - 01/2024**

- Assisted in preparing course materials, including projects, handouts, and presentations to facilitate clear and organized instruction tailored to student needs.
- Supervised and supported students in art studio sessions, ensuring proper use of tools and materials while adhering to safety standards and artistic guidelines.
- Performed administrative tasks such as maintaining student records, compiling teaching materials, and coordinating meeting schedules.

**Hualien County Government-Tzu Chi University International Students Collaborative Art Installation | Taiwan, Hualien City**

**Project Supervisor and Accounting Coordinator | 10/2023 - 12/2023**

- Supervised and reported the progress of 36 student workers.
- Organized tasks, ensuring efficient workflow and adherence to timelines of 5 teams.
- Provided guidance and training to team leaders.
- Managed records of working hours, ensured accurate and accountable salary disbursements and created more than 14 Excel report files.

**Grand Formosa Taroko | Taiwan, Hualien City****Waitress | 06/2023 - 08/2023**

- Delivered high-quality standards of service in a fast-paced environment, and managed multiple tasks simultaneously while serving more than 600 guests daily across two shifts.
- Maintained a positive attitude towards guests at all times by providing friendly conversation during interactions.

**Tzu Chi University International Collage | Taiwan, Hualien City****Social Media Marketing | 07/2022 - 09/2022**

- Created social media plans to promote a departement in Tzu Chi University International College.
- Made eye-catching posts about department highlights.
- Answered questions from students and parents.

**Skills**

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Communication skills, Leadership, Time management, Marketing, Microsoft word, Research & Development, Project Management, Marketing Strategy, Technical Writing, Software Testing, Team Collaboration, Data Science Basics, Python Programming, Web Design, Social Media Marketing, Customer Service

**Certificates**

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TOEFL ITP Certificate: Score of 537 , Test of Chinese as a Foreign Language Certificate: Level A2, HarvardX GSE2x: Leaders of Learning, IBM DS0101EN: Introduction to Data Science, IBM PY0101EN: Python Basics for Data Science, TCU Sky Academy: SDGs – Shape the Future You Want, freeCodeCamp: Responsive Web Design

**Awards**

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Achieved outstanding academic performance for 4 semesters, Achieved 3rd Place in the TCU Web Visual Design Competition, Volunteer TCU SDG Outstanding Contribution Certificate

**Languages**

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- Indonesian: Native
- English: Advanced
- Chinese: Intermediate