SAMUEL JUAN PRANOTO

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LinkedIn | GitHub | Portfolio

Samuel Juan is a skilled Communications Specialist with over two years of experience in government and startups. He excels in both internal and external communications, particularly in IT and front-end development. Holding a Bachelor of Science in Computer and Information Science from Maranatha Christian University with a GPA of 3.91/4.00, Samuel has worked at PT Akselerasi Karir Nusantara and Kampus Merdeka. His expertise includes Customer Success and Community Engagement. Proficient in React.JS, HTML, CSS, and JavaScript, Samuel is known for enhancing user experience and customer satisfaction. His soft skills include teamwork, communication, leadership, critical thinking, and problem-solving.

EDUCATION

MARANATHA CHRISTIAN UNIVERSITY   Bandung, Indonesia
Bachelor of Science: Computer and Information Science   2019 – 2023
- GPA: 3.91/4.00

PROFESSIONAL EXPERIENCE

PT Akselerasi Karir Nusantara (KarirLab)   Jakarta, Indonesia
Customer Success   02/23 – 06/24
- Created standard procedures and processes for onboarding over 100 clients and provided guidance to enhance their product knowledge.
- Maintained high levels of customer engagement (including on-site meetings) with a focus on customer satisfaction and loyalty, achieving a customer satisfaction rate of 95%.
- Proactively identified and resolved over 100 issues (technical and non-technical) affecting customer satisfaction or retention.
- Facilitated periodic reviews with customers to determine new requirements and further success through engaging and consultative discussions.
- Continuously gathered feedback from over 50 clients and worked directly with the product team to provide input on the product roadmap.

Kampus Merdeka - Magang dan Studi Independen Bersertifikat (MSIB)   Jakarta, Indonesia
Communication and Community Technology Engagement   12/21 – 01/23
- Provided knowledge about MSIB to all students in Indonesia.
- Created a healthy MSIB community.
- Disseminated MSIB information to over 65,000 students in Indonesia through various platforms (e.g., social media and campus socialization).
- Coordinated with MSIB students to engage in over 10 MSIB events (podcasts, onboarding, mentoring, etc.).
- Contributed information to various media, particularly digital media, for MSIB promotion and program information.
- Created over 20 content materials in the form of writing, images, videos, sounds, or a combination of two or more materials for the MSIB program.
- Handled crisis communication, resolving 90% of student complaints using listening skills to make the students feel valued and respond accordingly.

Manager of Trainer MSIB   11/21 – 2/22
- Offered trainer services and responded to requests from over 10 universities in Indonesia to invite trainers.
- Prepared all necessary materials for 15 trainers.
- Scheduled trainers to conduct training sessions at universities in Indonesia.

Glints Academy [Studi Independen]   Jakarta, Indonesia
Full-stack Lead   08/21 – 02/22
- Coordinated the team to ensure effectiveness and efficiency in executing tasks and roles of each member.
- Established good working relationships between frontend developers and backend developers to ensure project smoothness.
- Provided support to team members to enhance their skills and knowledge.
- Communicated effectively with mentors to ensure tasks assigned to the team align with expectations.

Frontend Web Developer 08/21 – 02/22
- Created 3 projects: ToDo List App, Attendance List, and a project collaboration with LingoTalk.
- Designed and developed responsive and visually appealing user interfaces using HTML, CSS, and JavaScript to enhance user experience.
- Collaborated with the backend development team to integrate user interfaces with business logic and databases.
- Ensured code quality and adherence to coding standards by conducting regular testing and debugging.
- Identified and resolved technical issues and continuously improved web application performance.
- Conducted research and stayed updated with technology trends to upgrade and enhance frontend development skills.

SKILLS

- **Languages** : Indonesia (Native), English (Intermediate)
- **Soft skill** : Teamwork, Communication, Leadership, Critical thinking, Problem solving, Mass communication, Writing, Speaking, Adaptable
- **Programming Languages** : React.JS, Next.JS, HTML, CSS, JavaScript, SQL, NoSQL
- **Technologies** : Postman, Git, mySQL, XaMPP

ORGANIZATION AND VOLUNTEER

STUDENT COUNCIL - Magang dan Studi Independen Bersertifikat 08/21 – 02/22
- Coordinated, reported, and collaborated with Sub Pokja-Microdental teams in organizing student representatives.
- Led and collaborated with 250 student representatives who represented 12.9 thousand MSIB participants.
- Identified problems faced by student representatives and found the best solutions.
- Listened to the aspirations of student representatives and communicated them to Sub Pokja-Microdental.
- Conducted weekly scrum meetings to improve systematic and information delivery processes.
- Provided peer coaching to help students take care of their mental health during internships.
- Led the "Monthly Events" division, successfully organizing 1 small project ("Take Chiefs Out") and 1 national scale project ("Let's Get Connected").

SEMAFIT MARANATHA - Maranatha Christian University 2021

- Organized monthly events "SEMAFITalks".
- Ensured all staff worked according to their duties and schedules as Vice President of the "E-Sport Club FIT".
- Managed the Event Division "POR IT".
- Ensured new students were recognized within the IT Faculty as the responsibility of the "Excel" division.

STUDENT REPRESENTATIVE - Glints 08/21 – 02/22
- Acted as an official representative of Glints to communicate with the MSIB chairman and fellow student representatives of other partners.
- Conveyed information obtained from the student representative group to over 100 Studi Independen students.