

## SAMUEL JUAN PRANOTO

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

Highly motivated and enthusiastic Communications Specialist with over two years of experience in both government and startup environments. Proven track record in IT and front-end development, with a strong academic background, holding a Bachelor of Science in Computer and Information Science from Maranatha Christian University with a stellar GPA of 3.91/4.00. Expertise includes customer success, community engagement, and a proficiency in technologies such as React.JS, HTML, CSS, and JavaScript. Highly motivated to leverage these technologies to enhance user experience and customer satisfaction. Adept at leading teams and projects to success, known for strong soft skills in teamwork, communication, leadership, critical thinking, and problem-solving. Passionate about contributing to innovative projects and dedicated to driving product excellence.

### EDUCATION

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#### MARANATHA CHRISTIAN UNIVERSITY

Bandung, Indonesia

*Bachelor of Science: Computer and Information Science*

2019 – 2023

- GPA: 3.91/4.00
- Learn about: HTML, CSS, Javascript, Java, digital marketing, basic Python, basic IoT, basic Networking.

### PROFESSIONAL EXPERIENCE

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#### 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.
- Developed 1 program and 2 dashboards that significantly enhanced team efficiency and workflow.
- 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**

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- **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**

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**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.