

SAMUEL JUAN PRANOTO

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Samuel Juan is a skilled Communications Specialist with over two years of experience in government and startups. He excels in 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, 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

Bachelor of Science: Computer and Information Science

Bandung, Indonesia

2019 – 2023

- GPA: 3.91/4.00

PROFESSIONAL EXPERIENCE

PT Akselerasi Karir Nusantara (KarirLab)

Jakarta, Indonesia

Customer Success

02/23 – 06/24

- Create a satisfactory standard of procedures and process for 100+ client onboarding and provide guidance to enhance client's product knowledge.
- Maintain 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 spot and correct 100+ issues (tech and non-tech) that could affect customer satisfaction or retention.
- Facilitate periodic reviews with customers, determining new requirements and further success through engaging and consultative discussion.
- Continually gather feedback from 50+ clients, then work 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

- Provide knowledge about MSIB to all students in Indonesia.
- Create a healthy MSIB community.
- Providing MSIB information to all MSIB students (65.000+) in Indonesia through various platforms (ex: Social media and socialization to campus).
- Contact and coordinate MSIB students to engage in 10+ MSIB events (podcasts, onboarding, mentoring, etc.).
- Contribution of information to any media and especially digital media for users in the context of MSIB promotion and program information.
- Create content material in the form of writing, images, videos, sounds, or a combination of two or more materials for the MSIB program.
- Handling crisis communication (Resolving 90% of student's complaints using my listening skills to make the student feel valued and respond accordingly).

Manager of Trainer MSIB

11/21 – 2/22

- Collaborate with 10 Universities in Indonesia to invite MSIB trainers as speakers.
- Set the schedule of trainers in order to conduct training to universities in Indonesia.
- Prepare all the needs of trainers.

Glints Academy [Studi Independen]

Jakarta, Indonesia

Full-stack Lead

08/21 – 02/22

- Coordinating the team to ensure effectiveness and efficiency in executing tasks and roles of each member.
- Establishing good working relationships between frontend developers and backend developers to ensure project smoothness.
- Providing support to team members to enhance their skills and knowledge.
- Communicating effectively with mentors to ensure tasks assigned to the team align with expectations.

Frontend Web Developer

08/21 – 02/22

- Create 3 projects: ToDo List App, Attendance List, and project collaboration with LingoTalk.

- Designing and developing responsive and visually appealing user interfaces using HTML, CSS, and JavaScript to enhance user experience.
- Collaborating with the backend development team to integrate user interfaces with business logic and databases.
- Ensuring code quality and adherence to coding standards by conducting regular testing and debugging.
- Identifying and resolving technical issues and continuously improving web application performance.
- Conducting research and staying 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

- Coordinate, reporting, and collaborating with Sub Pokja-Microdental teams in organizing student representatives.
- Lead and collaborate with 250 student representatives who represent 12.9 thousand MSIB participants.
- Breakdown of existing problems in student representatives and find the best way out.
- Listening to the aspirations of student representatives and communicating them to the Sub Pokja-Microdental.
- Doing weekly scrum to improve systematic and information delivery processes.
- Providing peer-coaching to help students take care of their mental health during internship.
- Leading the "Monthly Events" division. "Monthly Event" successfully made 1 small project ("Take Chiefs Out") and 1 national scale project ("Let's Get Connected").

SEMAFIT MARANATHA - Maranatha Christian University 2021

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

STUDENT REPRESENTATIVE - Glints 08/21 – 02/22

- As an official representative of Glints to communicate with MSIB chairman, and fellow student representatives of other partners.
- Conveying information obtained from the student representative group to over 100+ Studi Independen students.