

Muhamad Fikri Zulfikar

I am a fresh graduate with a final GPA of 3.59 out of 4.00 in Information Systems. I have gained experience in the fields of software engineering and data processing. Additionally, I have actively participated in various projects and coursework to enhance my analytical and problem-solving skills. I enjoy working both individually and in teams, and I always strive to give my best in every task I undertake.

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EDUCATION BACKGROUND

Universitas Mercu Buana

Bachelor of Information Systems. GPA 3.59 out of 4.00

Jakarta

Agu 2020 – Jun 2024

Relevant courses: Database System, Web Programing, Analytical Data Programming, Introduction to Business Management, Data visualization, UI/UX.

SMK DHARMA KARYA

Office Administration

Jakarta

Jul 2017– Jun 2020

Relevant courses: Economics, Archiving, management, correspondence, Public Relations.

PROFESSIONAL EXPERIENCES

Pt. Astro Technologies Indonesia

Customer Experience

Jakarta

Jan 2025 – present

- Facilitate and coordinate the entire delivery process from the hub to customers.
- Handle customer inquiries and resolve issues through phone calls.
- Process refunds efficiently and accurately.
- Ensure all data requests from the hub are fulfilled within the agreed SLA.
- Follow up with customers to ensure a seamless experience.
- Make informed decisions regarding cases that arise during the delivery process.

Mercu Buana University

Publikasi LPPM – Data Operation Intern

Jakarta

Agu 2023 – Jul 2024

- Collected data from academic sources on Google Scholar and organized it into Microsoft Excel to report monthly.
- Summarized and analyzed the data to produce clear and concise reports by managing the timely publication of submitted journals.
- Collecting data from various sources to create a comprehensive data set to analyze and assist the accreditation of study programs at Universitas Mercu Buana as well as updating and synchronizing SINTA.
- Become a technician during internal and external events such as setting up a sound system, running hybrid events, and organizing the event.

Kecamatan Pinang

IT Support - Intern

Tangerang

Apr 2023 – Jul 2023

- Perform maintenance installation and repair of IT equipment and IT systems.
- Installing CCTV and also maintaining the hardware and software in the office.
- Create a simple attendance website using Html, Css, Java script, and Bootstrap 5 Framework.
- Help solve problems related to office equipment such as internet, software and hardware.

ORGANIZATIONAL & VOLUNTEER EXPERIENCES

Universitas Mercu Buana & IMAJI

Workshop Penulisan Artikel Ilmiah

Universitas Mercu Buana

25 Jun 2024

Technician

- Check and manage audio input and output for Zoom before and during the event
- Prepare tools such as sound systems, projectors and other supporting tools during the event.

- Ensure there are no problems during the event and stand by when needed.

Universitas Mercu Buana & Kemendikbud

Workshop Jurnal Menuju Terindeks Internasional Bereputasi 2023

Vega Hotel Gading Serpong

5 – 6 Okt 2023

Technician

- Check and manage audio input and output for Zoom before and during the event
- Prepare tools such as sound systems, projectors and other supporting tools during the event.
- Ensure there are no problems during the event and stand by when needed.

Mercu Buana English Club

Vice Warehouse

Jakarta

Nov 2021 – Des 2022

- Managing organizational items in Mercu Buana English Club, as well as creating a system for the entry and exit of goods.
- Lead and conceptualize and schedule MBEC Podcasts
- Responsible for leading the warehouse division in the absence of the Division Head.

Mercu Buana English Club

Leadership Training Program

Jakarta

Des 2022

Master Of Ceremony

- Conduct opening remarks before the event begins.
- Run and Lead the event according to the rundown.

PROJECT

Pameran Hasil Karya Mahasiswa (PHKM) – Project

Universitas Mercu Buana

Pengembangan Proyek Sistem Informasi

29 Jul 2023

- Creating a government service website for neighborhood associations called "Wargaku"
- Creating a Software Requirement Specification (SRS)
- Using Html,php,Javascript with framework bootstrap.

Tugas Akhir – Project

Universitas Mercu Buana

Prediksi Harga Cabai Merah di Provinsi Banten Menggunakan Algoritma LSTM

21 Jun 2024

- Data Collecting
- Pre processing
- Training an LSTM model
- Creating MAPE and MSE
- Predicting chili prices
- Analyzing correlations between variables
- Visualization

SKILLS & LANGUAGES

Skills: Microsoft Office (Word, Excel, PowerPoint), Business Analyst, SQL, Figma, Canva, HTML, CSS,

Languages: Indonesian (Native), English (Basic)

CERTIFICATIONS

- Modules Taken (2024) : BNSP Software Programing
- Modules Taken (2024) : English by Speaking Partner Kampung Ingris
- Modules Taken (2023) : MySkill (FrontEnd-HTML)
- Modules Taken (2023) : Revou (Mini Course ; “Intro To Data Analytics”)
- Modules Taken (2023) : Course-Net (Fundamental of Data Science)
- Modules Taken (2021) : CCNA (Introduction To Networks)
- Modules Taken (2021) : LBPP LIA (English for Adults Course ; Elementary Levels)