

ANNISA DIANDITYA

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SUMMARY

With over four years of experience in problem-solving, critical thinking, and fostering collaborative team environments, I'm excited to leverage these skills to drive product innovation and enhance user experience by improving both effectiveness and efficiency.

WORK EXPERIENCE

LINKAJA

Customer Operation Group (2019 - 2023)

- Conducted comprehensive analyses to identify customer pain points, collaborating closely with the other teams or stakeholders to implement improvements.
- Investigated issues to determine the root cause and proposed solutions to enhance customer satisfaction and cost efficiency.
- Prepared detailed Requirement to guide and support product division initiatives.

AYOPOP

Operation (2018 - 2019)

- Analyzed operational issues, monitored transactions, and ensured target success rates.
- Collaborated seamlessly with cross-functional tech and product teams to troubleshoot and resolve issues promptly.

PROJECT EXPERIENCE

Product Management Projects

Engaging in three study cases and one final project as part of a project management short course to enhance my problem-solving and analytical skills. Each case provides hands-on experience in tackling real-world challenges, refining my ability to strategize, analyze data, and develop effective solutions.

Project Link: [PM Projects](#)

Live Chat Automation

Implemented an automated live chat system at the Customer Touch Point (CTP) to streamline transaction inquiries. Collaborated with peers to define project specifications and chatbot capabilities, design, and testing phases. Achieved a 97% reduction in agent-handled inquiries, resulting in significant cost savings and operational efficiency improvements.

Project Link: [Live Chat Automation](#)

CMS Operations

Developed an intuitive dashboard to streamline customer service operations, resulting in a 78% reduction in operational costs post-implementation. This initiative significantly enhanced efficiency.

Project Link: [CMS Operations](#)

Resolve & Enhance

The project aimed to identify, analyze, and resolve the root causes of common top customer complaints, such as transaction-related issues. My role involved spearheading the implementation of effective solutions, collaborating closely with cross-functional teams to elevate customer satisfaction levels, and enhance operational efficiency within the telco product domain.

Project Link: [Resolve & Enhance Project](#)

EDUCATION

Purwadhika Digital Technology School (2023-2024),

Product Management

Universitas Gadjah Mada (2012 - 2017)

Bachelor Degree at Faculty of Social and Political Science

RELEVANT COURSEWORK

AIGPE Lean Six Sigma (2023)

Six Sigma

Belajarlagi (2022)

Project Management

CERTIFICATIONS

Purwadhika Digital Technology School (2024)

Product Management

Link: [Certificate](#)

AIGPE Lean Six Sigma (2023)

Six Sigma

Link: [Certificate](#)

Belajarlagi (2022)

Project Management

Link : [Certificate](#)

KEY COMPETENCIES & SKILLS

- Product Management
- Process Improvement
- Project Management
- Teamwork
- Problem-solving
- Figma
- JIRA