

Annisa Dianditya

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Objective : Highly motivated professional with over 3 years of experience. Possesses proven abilities in problem-solving, critical thinking, and effective team communication. Passionate about creating and improving processes to exceed customer expectations. Sets a high bar for performance and consistently strives to proactively address and resolve potential issues before they arise.

EXPERIENCE

2019-2023

CUSTOMER OPERATION, LINKAJA

- Conducted comprehensive analyses to identify customer pain points, collaborating closely with the product team to implement improvements.
- Investigated issues to determine the root cause and proposed solutions to enhance customer satisfaction and cost efficiency.
- Prepared detailed Product Requirement Documents (PRDs) to guide and support product division initiatives.

2018-2019

OPERATION, AYOPOP

- 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.

EDUCATION

2012-2017

BACHELOR DEGREE AT FACULTY OF SOCIAL AND POLITIC SCIENCE, UNIVERSITAS GADJAH MADA

CERTIFICATE

2023

LEAN SIX SIGMA YELLOW BELT, AIGPE

RELEVANT COURSEWORK

In Progress

PRODUCT MANAGEMENT, PURWADHIKA

Engaging in a comprehensive study of advanced product management techniques, user experience design, and agile methodologies.

2022

PROJECT MANAGEMENT BOOTCAMP, BELAJARLAGI

Completed an intensive program focused on project planning, execution, risk management, and leadership.

SKILLS

- **Process Improvement**
Dedicated to optimizing processes to enhance customer experiences and efficiency.
- **Product Management**
Proficient in developing Product Requirement Documents (PRDs) and driving product vision to successful launch and iteration.
- **Project Management**
Proficient in project planning, execution, and documentation.
- **Problem-solver**
Analyzed cases, identified issues, and developed viable solutions.
- **Open Minded**
Receptive and open to new ideas.
- **Teamwork**
Experienced in working collaboratively with colleagues from various departments.

PERSONAL PORTOFOLIO

- Led a project to develop CMS Operations, achieving significant increases in productivity and effectiveness.
- Utilized voice of customer analysis to identify pain points and drive improvements in both customer satisfaction (CSAT) and cost efficiency.
- Contributed crucial insights and innovative ideas throughout the entire lifecycle of the Grand Project Customer Touch Point Transformation, which included CRM migration and automation.
- Click [here](#) to view my other projects