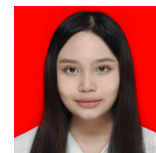


ALICIA NASYWAA HISYAM

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SUMMARY

A driven fifth-semester Information Systems student specializing in ERP with a strong foundation in business process management, database systems, and IT project management. Proven leadership and mentoring capabilities demonstrated through roles as a Marketing Team Supervisor and Laboratory Assistant. Eager to apply technical and communication skills to solve complex business challenges in a competitive internship or entry-level role.

EDUCATIONAL BACKGROUND

BINUS University

September 2023 – Present

Information System Undergraduate, (GPA : 3,86/4,00)

- The program covers business processes and enterprise systems (ERP), database management and data analytics, as well as software and systems development. The curriculum also emphasizes professional skills such as communication, leadership, design thinking, and project management, equipping students to bridge technology with business needs.

SMAN 11 Tangerang Selatan

July 2020 – June 2023

Science Major

WORK EXPERIENCES

BINUS University

May 2023 – June 2024

Education Counselor

- Guided over **250+ prospective students** through the university admissions process, ensuring a smooth and informed journey.
- Managed a pipeline of **100+ students** leads using **Salesforce**, streamlining follow-up communications and maintaining data accuracy.

BINUS University

June 2024 – June 2025

Marketing Team Supervisor

- Supervised a team of **10 education counselors** to organize and execute key marketing events, including Open Houses that attracted over **200+ attendees**
- Supervised team operations to achieve a milestone of **500+ application forms sold** in a single year, while successfully maintaining a high level of prospective student satisfaction.

Information Systems Laboratory, BINUS University

December 2024 – Present

Laboratory Teaching Assistant

- Instructed and evaluated over **100+ students** across 4 classes in UX research design and Oracle database fundamentals (ERD, SQL, relational concepts).
- Graded assignments and provided feedback on design and database projects.

PT. Greatwall Drilling Asia Pacific

July 2025 – August 2025

Operations Intern

- Developed the company's corporate website using HTML and CSS, significantly improving its online presence and accessibility.
- Designed and customized over **5 critical print formats** in ERPNext with HTML & CSS, improving document workflow efficiency for the operations team.

ORGANIZATIONAL EXPERIENCES

Student Support Office, BINUS University

Freshmen Leader

July 2024 – August 2024

- Guided freshmen students of Binusian 2028 to adapt to campus life and develop a strong connection with the university community.
- Facilitated orientation programs to ensure freshmen understand academic and extracurricular opportunities.

Freshmen Partner

September 2024 – August 2025

- Providing ongoing support and mentorship to freshmen students during their first two semesters to help them navigate university life.
- Being available to address questions and concerns, offering a friendly and approachable support system.

ACHIEVEMENTS

- **Mentor for SASC Scholarship Program**, Binus University (Even Semester) | February 2025
- **Dedicated Lab Assistant**, Binus University (Even Semester) | September 2025

VOLUNTEERING EXPERIENCE

Volunteering at Depo Daur Ulang Tzu Chi, Tangerang | March 2024

- Volunteered in waste sorting activities, separating materials into categories such as recyclables and non-recyclables to promote sustainable practices.

CERTIFICATION

SAP Fundamental using SAP S/4HANA, BINUS University | August 2025

- Gained hands-on experience in SAP Fundamentals using SAP S/4HANA, learning core business processes and system functionalities.

SKILLS

Language : Indonesian (Native Proficiency), English (Working Proficiency)

Programming and Query Language : Java, SQL, HTML, CSS, and JavaScript

Version Control Software : Git and GitHub

Software Skills : Microsoft Office (Excel, Word, PowerPoint), Visual Paradigm, Visual Studio Code, Draw io, Eclipse, Salesforce, ERPNext, SAP Fiori, CapCut, and Figma

Soft Skills : Communication, Teamwork, Problem Solving, Creative, Leadership, and Time Management