



derry@bhomert.com
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Yogyakarta

Industry Knowledge

E-Commerce
Customer Service
Web Development

Tools & Technologies

JavaScript, PHP, MySQL,
Node.Js, Git, CSS, Figma.

Other Skills

Fast typer, Ms. Office

Languages

Indonesian
English

Social

[GitHub](#)
[LinkedIn](#)
[Facebook](#)
[Instagram](#)

WEB DEVELOPMENT



CUST SERVICE



Derri Pratama

Software Engineer

EXPERIENCE

Platform Specialist

Sorabel

Apr 2019 - Present - 1 yr 4 mos, Yogyakarta, Indonesia

- Design and develop platform inside/outside Service Team
- Test Software Applications and Systems
- Apply knowledge of computing system and software structure
- Develop and maintain databases
- Create customized apps to help improve processes and results

Team Leader

Sorabel

Jan 2019 - Apr 2019 - 4 mos, Yogyakarta, Indonesia

- Providing daily direction and communication to the team
- Provides performance feedback and coaching to each team member
- Manage performance review for skill improvement
- Manage scheduling, dayoff, annual leave, breaktime
- Addresses disciplinary and performance according to company policy

Team Leader

Sale Stock

Jan 2016 - Jan 2019 - 3 yr 1 mos, Yogyakarta, Indonesia

- Providing daily direction and communication to the team
- Provides performance feedback and coaching to each team member
- Manage performance review for skill improvement
- Manage scheduling, dayoff, annual leave, breaktime
- Addresses disciplinary and performance according to company policy

Customer Service Officer

Sale Stock

Jul 2015 - Jan 2016 - 7 mos, Yogyakarta, Indonesia

- Greet customers warmly
- Resolve product or service problem; determining the problem; explaining the solution; explaining correction; follow up to ensure resolution
- Resolve customer complaints via Livechat, Sosial Chat and Social Media
- Build a sustainable relation of trust through interactive communication



EXPERIENCE

Front-End Engineer

MAG Computer

Mei 2010 - Okt 2011 - 1 yr 6 mos, Cirebon, West Java

- Develop new user-facing features
- Maintain and improve website
- Help Back-End Developers and troubleshooting

IT Support

MAG Computer

Jan 2010 - Apr 2010 - 4 mos, Cirebon, West Java

- Providing technical support across the division
- Repairing and replacing hardware as necessary

EDUCATION

Bachelor's degree, Computer Science

STMIK WIT

2010 - 2016, Cirebon, West Java

High School, Social

PGRi High School

2006 - 2009, Cirebon, West Java

LICENSE & SERTIFICATION

Web Development (HTML, CSS, JavaScript, Node.js, Ruby on Rails)

Progate

Issued Jul 2020, Credential ID [#fdb19cdbqdviz](#)

Issued Aug 2020, Credential ID [#abd4908bqet7x4](#)

JavaScript, PHP, MySQL

SoloLearn

Issued Jul 2020, Credential ID [#1024-15425920](#)

Issued Nov 2019, Credential ID [#1059-15425920](#)

Issued Nov 2019, Credential ID [#1060-15425920](#)

PROJECTS

WMS System

Back-End Developer

Feb 2020 - Present

- Developing a web internal application for Order Resolution and Production, Bugs Fixing

Sistem Soraya

Back-End Developer

Mar 2018 - Oct 2018

- Developing a web internal application for managing CS Performance at Sale Stock, Bugs Fixing

