

Elang Maulana Jauhari

Customer Service | Frontend Web Developer

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SUMMARY

Experienced Customer Service. Good communication, analytical skills, and problem-solving. Bachelor's degree in Information System major at Telkom University. Finished Front-End web development bootcamp at Dibimbing.id
Able to code web pages using HTML, CSS, Tailwind, JavaScript, and ReactJs.
Ability to implement responsive design concepts, API Implementation, and GIT version control.

EXPERIENCE

PT Agriva Teknologi Nusantara – Bekasi, Indonesia

Frontend Web Developer (March 2024 – Present)

- User Interface Implementation
- API Integration
- Testing and Debugging

PT Infomedia Nusantara – Semarang, Indonesia

Call Center Indihome (August 2023 – November 2023)

- Receive incoming calls
- Providing information and services
- Provide the right solution according to customer needs

PT Infomedia Nusantara – Surabaya, Indonesia

Customer Service Representative Telkomsel (June 2019 –July 2021)

- Provide information, serve registration and handle customer complaints
- Escalate customer trouble tickets to relevant divisions
- Ensure customer complaints and requests are fulfilled
- Selling Telkomsel products

PT Telkomsel – Bandung, Indonesia

Service Quality Internship (June 2015 –July 2015)

- Assist in compiling and updating quality management documents
- Compile service quality monitoring reports
- help ensure that quality standards are met

EDUCATION (Formal and Informal)

Dibimbing.id (January - May 2023)

Front-End Web Development

- Implemented basic programming algorithm, and deployment project
- Learn to build websites using HTML, CSS, Javascript and ReactJs.
- Learn to build responsive design, API implementation and GIT.

Telkom University (2011 - 2018)

Bachelor Degree of Information System – GPA 2,74

- Focus on designing, developing, and implementing organizational information systems.
- Integration of information technology solutions with business processes that organizational needs for information can be met.

PROJECTS

- **Alberta.id**

Travel Website build with ReactJs , Bootstrap, and API .

Github Link : <https://github.com/elangn/Alberta.id.git>

- **WatchWatch**

Movie Website build with ReactJs, Bootstrap and API.

Github Link : <https://github.com/elangn/WatchWatch.git>

- **EL-Tech**

Landing Page build with HTML and CSS

Github Link : <https://github.com/elangn/EL-Tech.git>

- **Cipta Mitra Kualitama**

Company Profile , build with reactJs and Tailwind

Github Link : <https://github.com/elangn/Cipta.git>

CERTIFICATES

Frontend Web Development – Dibimbing.id (2023)

Web Design – Flashcom (2022)

PC Hardware and Computer Network – Inixindo (2019)

Cisco Certified Network Associate Training – Nixtrain (2018)

SKILLS

Hard Skills :

Html, CSS, Javascript, Bootstrap, Tailwind, ReactJs , Github, Ms. Office , Adobe Photoshop

Soft Skills :

Problem-solving, Critical Thinking , Public speaking

Language Skills :

Bahasa (Native) , English (Basic)