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## SUMMARY

Motivated and detail-oriented Operations Associate with a strong background in Business Administration, Data Entry, Information Technology, and Project Management. Excellent written and verbal communication skills, adept at effectively communicating in a remote work environment. Highly organized and skilled in multitasking, with a proven ability to prioritize tasks and meet deadlines. Meticulous attention to detail, ensuring accuracy in all virtual office operations. Proactive problem-solving abilities, quickly adapting to changing priorities. Exceptional interpersonal skills and committed to delivering high-quality results in fast-paced, dynamic environments.

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## EDUCATION

<b>CENTRAL WASHINGTON UNIVERSITY</b> , Lynwood, WA	Expected 2023
<i>Candidate for BAS-ITAM degree in Information Technology</i>	
<ul style="list-style-type: none"><li>• GPA 4.0, Dean's list all quarters</li></ul>	
<b>EDMONDS COMMUNITY COLLEGE</b> , Lynwood, WA	June 2021
<i>A.T.A degree in Office Administration and Supervision Associate</i>	
<ul style="list-style-type: none"><li>• GPA 4.0, Member, Phi Theta Kappa</li></ul>	
<b>CITY UNIVERSITY OF SEATTLE</b> , Seattle, WA	June 2017
<i>Master of Business Administration; concentration in Project Management</i>	
<ul style="list-style-type: none"><li>• Magna Cum Laude, Faculty Scholar</li><li>• Second Place in the MBA Case Analysis</li><li>• Member, Enactus City University of Seattle</li></ul>	

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## EXPERIENCE

<b>AMAZON.COM, INC</b> , Seattle, WA	December 2017 - February 2020
<b><i>Central Scheduling Team, Operations Associate</i></b>	
Established the business process for Central Operations Scheduling for PrimeNow, scalable for growth with rolls in other areas of Amazon and following a robust plan for managing vendors to performance goals.	
<ul style="list-style-type: none"><li>• Coordinated the time delivery with Amazon Fulfillment Center teams for 40 Amazon Fresh FC's to ensure orders depart on time with zero defects. In Result, consistently improved Vendor Delivery Performance and Compliance as well as PO % Scheduled at 40 FC's and improved IB Scheduling Performance and exceeded IB Metrics Goals which allowed for 2hr SLA coverage.</li></ul>	
<i>An America electronic commerce and cloud computing company based in Seattle, Washington.</i>	
<b>CITY UNIVERSITY OF SEATTLE</b> , Seattle, WA	April 2016 - September 2017
<i>A private not-for-profit institution of higher learning.</i>	
<b><i>Student Mentor, International Student Office</i></b>	
Provided basic and accurate information to prospective and current CityU students about the university. Provided information to students regarding the CityU online matriculation process, as well as other registration procedures as needed.	
<ul style="list-style-type: none"><li>• Coordinated activities and programs with other International Student Office Staffs. Develops promotional materials and advertising of events. Provides event oversight that resulted in 98% students attracted and gathered together in the lengthy period.</li></ul>	

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## COURSEWORKS AND PROJECT

Information Technology Management, Business Communications and Report Writing, Intermediate Ms. Excel and Project coursework, System Analysis, Cloud Fundamentals, Computer Networks, Website Project

### **Information Technology Management:**

- Gained a comprehensive understanding of how technological systems and business operations intersect to drive organizational success.
- Demonstrated an understanding of IT management principles, including project management, risk management, and vendor management.

**Business Communications and Report Writing:**

- Developed skills in creating effective PowerPoint presentations and analytical papers.
- Demonstrated proficiency in communicating complex information clearly and concisely.
- Utilized critical thinking and problem-solving skills to analyze data and make recommendations.
- Collaborated with peers and received feedback on presentations and reports, resulting in continual improvement of communication skills.

**Intermediate Ms. Excel coursework:**

- Filtered and analyzed large data sets using pivot tables, charts, What-If analysis, Goal Seek, forecasting, Visual Basic (VB), IF functions, nested formulas, VLOOKUP's, macros, and slicers.
- Delivered findings in written and verbal presentations.

**Intermediate MS Project Coursework:**

- Demonstrated proficiency in using Microsoft Project to manage complex projects by creating Gantt chart to visualize project timelines and milestones.
- Developed skills in creating project plans, including defining scope, developing a work breakdown structure (WBS), and identifying SMART goals.
- Utilized critical thinking and problem-solving skills to identify potential risks and develop contingency strategies to mitigate them.
- Gained practical experience in managing project resources, including time, cost, quality, human resources, communications, risk, and procurement.

**System Analysis:**

- Demonstrated proficiency in using process and object modeling techniques to analyze complex systems.
- Developed skills in generating data flow diagrams to visually represent the flow of data through a system.
- Designed user interfaces that met customer needs and provided an intuitive user experience.
- Created use-case diagrams, activity diagrams, domain class diagram, behavioral state machine diagrams and its descriptions to capture user requirements and system functionality.
- Utilized Visio to create professional and visually appealing diagrams.

**Cloud Fundamentals:**

- Demonstrated expertise in analyzing the cloud environment, including experience with Azure and AWS.
- Completed CompTIA's Cloud+ Exam to further develop skills in cloud computing.

**Computer Networks:**

- Developed a strong foundation in computer networks, including a comprehensive understanding of the ISO/OSI Reference Model.
- Skilled in the use of network hardware, such as hubs, switches, and routers, as well as network software, including networking operating systems.

**Website Project:**

- Showcased expertise in web design and development by designing and coding a fully functional, responsive webpage from scratch. Developed skills in using HTML, CSS, JavaScript, and Visual Studio, as well as version control through GitHub.
- Designed a professional and user-friendly interface, including features such as images, linked icons, navigation pane, search bar, and contact form.

**VOLUNTEER**

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ENACTUS CITY UNIVERSITY OF SEATTLE, SEATTLE, WA

June 2016 - June 2017

***Membership Chair, CityU's Enactus team***

Recruited, welcomed, and engaged new members to work with Enactus City University of Seattle. Created invitation flyers and presentation slides to promote the organization that raised 50% awareness of students.

**SKILLS**

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- Proficient in Microsoft Office Suite, with advanced skills in Outlook, Word, Excel, PowerPoint, and Project.
  - Skilled in cloud computing platforms such as AWS and Azure.
  - Excellent written and verbal communication skills, with fluency in Bahasa Indonesia and English.
  - Strong analytical and problem-solving skills, with the ability to multitask and prioritize effectively.