

# ERNANDO JANUAR PRATAMA

Freelance: Data Entry · Transcription · App/Game Testing · Web Programmer  
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## Professional Summary

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Informatics graduate with experience as a Backend Developer and IT Programmer, specializing in web-based system development, backend architecture, API development, data processing, and system integration. Also experienced as an IT Programmer and Data Operator at Universitas Hayam Wuruk Perbanas (since September 2025), handling data entry, reporting, and website systems including SPMB, Tracert, and project management platforms. Detail-oriented, reliable, and deadline-driven, with strong problem-solving, debugging, and technical communication skills, and a solid understanding of financial and inventory data analysis to support accurate decision-making.

## Freelance Skills

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- Data Entry & Spreadsheet (Google Sheets, MS Excel)
- Audio / Video Transcription
- App & Game Testing (Bug Reporting, QA basics)
- Web Understanding (HTML, CSS, JS, PHP, Laravel)

## Work Experience

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Universitas Hayam Wuruk Perbanas

IT / Web Programmer September 2025 – Present

- Developed, maintained, and enhanced internal web-based systems including SPMB, Tracert, and Project Management platforms.
- Performed large-scale data entry, processing, and reporting to support academic and administrative operations.
- Coordinated closely with academic and administrative staff to ensure data accuracy, consistency, and system reliability.
- Provided technical support and minor system improvements to optimize workflow efficiency.

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Jagoan Hosting

Customer Support Specialist 18 March 2024 – 15 July 2024

- Handled more than 50 customer complaints per month, ensuring timely and effective technical solutions.
- Provided technical support across multiple communication channels, resolving over 100 hosting-related and website issues.
- Assisted in managing customer hosting environments and troubleshooting websites using HTML, CSS, JavaScript, PHP, Python, SQL, and frameworks such as React and Laravel.
- Prepared monthly service performance reports and delivered improvement recommendations to internal teams.

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Galaxy Solusindo

Offline Marketing & Online Marketplace Admin December 2024 – Present

- Managed daily operations of online marketplaces including TikTok Shop, Shopee, and Tokopedia.
- Handled product uploads, content optimization, order processing, and customer inquiries.
- Monitored inventory movement and ensured stock accuracy between warehouse and marketplace platforms.
- Conducted offline marketing activities to increase brand awareness and sales performance.
- Assisted in sales recording, evaluation, and reporting for performance analysis.
- Coordinated with warehouse and sales teams to ensure smooth operational workflows.

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Kamboja Atas Motorcycle

Cash Flow & Stock Management July 2017 – Present

- Managed daily cash flow, overseeing more than 150 financial transactions per month to ensure operational stability.
  - Monitored and controlled inventory of over 100 motorcycle units and accessories to maintain optimal stock levels.
  - Coordinated with purchasing teams to manage procurement, reduce stock shortages, and improve distribution efficiency.
  - Assisted and coordinated directly with motorcycle buyers to ensure high customer satisfaction.
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Department of Manpower, Malang Regency

Data Management & Communication Intern    January 2022 – April 2022

- Managed and updated over 100 workforce records within internal systems, ensuring structured and accessible data.
- Developed a web-based meeting management application to streamline documentation and meeting records.
- Designed and built an official duty attendance website to enable digital attendance tracking and improve transparency.
- Supported public communication by responding to more than 50 inquiries per month regarding labor-related policies.

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## Education

S1 Teknik Informatika — Institut Teknologi & Bisnis Asia Malang

(2019–2023)

## Availability

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Weekdays after 16.00 & weekends (flexible)

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## Note

Portfolio, work samples, and bug reports available on request or GitHub

( <https://ernandopratama.github.io/freelance-portfolioS/> )