

CERTIFICATE OF COMPLETION

THIS CERTIFIES THAT

Fandhy Okka Pratama

Has Successfully Completed Binar Academy Bootcamp

Front End Engineer Wave 013

Jul 26, 2023 - Nov 22, 2023

Alamanda Shantika

President Director of Binar Academy

STUDENT REPORT



4 6285930194670 ✓ okkafandi@gmail.com

♠ Kota Bekasi

Jakarta Selatan

https://www.linkedin.com/in/fandhyokka/

https://github.com/fandhyokka

Frontend Engineering



- 4 bulan
- 9 chapter
- JavaScript

Kompetensi Individual

| Kompetensi Hard Skill | 4.9 | Kompetensi Soft Skill | 3.9 |
|--------------------------------------|-----|----------------------------|-----|
| Memahami Dasar Pemrograman Front-End | 5.0 | 1. Learning Drive | 3.9 |
| Memahami Dasar Javascript | 5.0 | 2. Growth Mindset | 4.3 |
| Menerapkan Web Desain Dan Kolaborasi | 4.5 | 3. Grit | 4.0 |
| Menerapkan JavaScript Lanjutan | | 4. Self-Regulated Learning | 4.1 |
| 5. Menerapkan Tampilan Web Dinamis | 5.0 | 5. Critical Thinking | 3.8 |
| Menggunakan React.Js | 5.0 | 6. Problem Solving | 3.5 |
| | | 7. Creative Thinking | 3.9 |
| | | 8. Learning Agility | 3.8 |
| | | | |

Kompetensi Team Work

| Kompetensi Hard Skill | 3.9 | Kompetensi Soft Skill | 4.4 |
|---|-----|------------------------|-----|
| Menerapkan Redux State Management Ke | 3.8 | 9. Communication Skill | 4.5 |
| Web | | 10. Management Skill | 4.4 |
| 7. Menggunakan Advance Tools | 3.9 | 11. Leadership Skill | 4.4 |
| 8. Integrasi Front-End Dan Back-End | 4.0 | | |
| 9. Mengimplementasikan Front-End Domain | 3.8 | | |
| | | | |

Nilai Akhir Hard Skill

4.5

Nilai Akhir Soft Skill

Tangerang , 22 November 2023



CEO Binar Academy

KOMPETENSI HARD SKILL

Kompetensi Individual

Kompetensi yang dicapai secara individual oleh murid dimana murid bertanggung jawab kepada dirinya sendiri.

| Pengantar Front-End | Web DevelopmentHTMLCSSCSS Framework |
|----------------------------------|---|
| Pemrograman Dasar di JavaScript | Fundamental JavaScript Control Flow JavaScript Struktur Data JavaScript Expression dan Operator |
| Web Desain dan Kolaborasi | Terminal dan IDE GIT Web Layout Responsive Design |
| JavaScript Lanjutan | Basic Algorithm di JavaScript Asynchronous DOM |
| Web Dinamis menggunakan React.Js | Node.JsReact.Js (Part 1)React.JS (Part 2) |

KOMPETENSI SOFT SKILL

Kompetensi Individual

Kompetensi yang dicapai secara individual oleh murid dimana murid bertanggung jawab kepada dirinya sendiri.

| Learning Drive | Motivasi yang menjadi landasan dan dorongan untuk terus belajar dan mengembangkan diri. [Motivasi] [Goal Settings (Penetapan Tujuan)] |
|----------------------------|--|
| Growth Mindset | Persepsi/kepercayaan akan kemampuan diri sendiri bahwa kemampuan dirinya masih dapat terus dikembangkan dengan usaha daripada menilai dirinya sudah tidak dapat diubah lagi. [Persepsi Kompetensi Diri] [Persepsi Tantangan] [Persepsi Usaha] [Persepsi Feedback] [Persepsi Kegagalan] |
| Grit | Kegigihan untuk mencapai tujuan pengembangan diri karena memiliki ketekunan (perseverance) dan passion terhadap tujuan jangka panjangnya. |
| Self-Regulated Learning | Segala usaha dan strategi spesifik yang diinisiasi oleh diri untuk dapat terus mencapai tujuan pembelajaran/pengembangan diri dengan optimal. [Perencanaan Pengembangan Diri] [Strategi Pengembangan Diri] [Evaluasi Pengembangan Diri] |
| Learning Agility | Kemampuan untuk belajar dari pengalaman serta mampu mengaplikasikannya pada berbagai situasi yang baru sekalipun, termasuk paham kapan untuk mengaplikasikannya. [Self Awareness] [Change Agility] [Mental Agility] [People Agility] [Results Agility] |
| Critical Thinking | Kemampuan mengidentifikasi tingkat pemahaman, mengevaluasi berbagai informasi hingga mampu membuat pola pemahaman/kesimpulan, dan menyampaikan pemahamannya dengan efektif. [Identifikasi Pemahaman] [Pembentukan pola pemahaman] [Pengekspresian hasil pemahaman] |
| Problem Solving | Kemampuan memahami masalah yang diberikan hingga mampu menentukan jawaban/solusi paling sesuai pada situasi tersebut. [Identifikasi Masalah] [Pembuatan Keputusan] |
| Creative Thinking | Kemampuan menemukan peluang inovasi hingga mampu menginisiasi ide/inisiatif baru yang relevan. [Identifikasi Peluang] [Pembuatan Inisiatif] |

Kompetensi Team Work

Kompetensi yang dicapai secara tim atau bersama-sama dimana murid bertanggung jawab kepada dirinya sendiri dan kepada rekan sesama tim.

| Redux State Management pada Web | Redux State Management Redux Middleware Implementasi API ke Redux dan Context |
|---|--|
| Advance Tools | Media Handling Data Visualization & Web Storage Unit Testing dan TDD |
| Integrasi Front End dan Back End | Autentikasi dan Otorisasi Kolaborasi dan Komunikasi antara Front-End dan Back-End Scrum |
| Mengimplementasikan Front-End Domain | CI/CD PipelineSEOPerformance dan Security |

Kompetensi Team Work

Kompetensi yang dicapai secara tim atau bersama-sama dimana murid bertanggung jawab kepada dirinya sendiri dan kepada rekan sesama tim.

| Communication Skill | Kemampuan menyampaikan tujuan/ide/pemikiran secara efektif dan meyakinkan pihak lain. |
|---------------------|--|
| Communication Skill | [Effective Communication] [Influencing] |
| Managament Chill | Kemampuan mengelola proses kerja untuk menghasilkan target yang diharapkan. |
| Management Skill | [Mengelola Perencanaan] [Mengelola Pelaksanaan] [Mengelola Evaluasi] [Mengelola Perbaikan] |
| Leadership Skill | Kemampuan memotivasi, mengarahkan, dan mengembangkan diri sendiri maupun orang lain untuk dapat mencapai tujuan bersama. |
| P - | [Memotivasi orang lain] [Mengarahkan orang lain] [Mengembangkan orang lain] |

SKALA NILAI

0 - 2.4 PERLU PERBAIKAN

3.6 - 4.5

MEMUASKAN

BINAR BSD Office

Yogyakarta Office: Infini Space, JI Kabupaten KM 1,2 no. 127, Yogyakarta Nusupan, Trihanggo, Gamping, Sleman, Daerah Istimewa Yogyakarta 55291

: BSD Green Office Park, Jl. BSD Grand Boulevard, Sampora, BSD, Tangerang, Banten 15345

CUKU

4.6 - 5

DENGAN PUJIAN



CERTIFICATE OF COMPLETION

Issued to

FANDHY OKKA PRATAMA

For completing the course

FUNDAMENTAL FRONT-END WEB DEVELOPMENT I

Completed on June 28, 2023

Certificate ID: 75C10553CF-75B51A2ED7-75B51A05D2



Coding Studio

Digital Skill Course

Scan QR Code to verify the certificate

ER



UNIVERSITAS BINA NUSANTARA

Nomer (jazah Nasienal : 612072021000712

Nomer Seri Gazah: PMNSI/2021/BNN00071 Olpioma Serial Number

Dengan ini memberikan kepada

Hereby confers upon

name of qualification

Sarjana Manajemen (S.M.)

dengan Nomor Induk Kependudukan 3275052510940011 lahir di Jakarta pada tanggal 25 Oktober 1994

Fandhy Okka Pratama (2201860336)

with National Identity Number 3275052510940011 born in Jakarta on October 25, 1994

pada program studi Manajemen, program Business Management in Management study program, Business Management program translated as "Bachelor of Management"

with all the rights and responsibilities pertaining to the academic degree, graduated on April 21, 2021 beserta segala hak dan tanggung jawab yang melekat pada gelar akademik ini, lulus pada tanggal 21 April 2021.

Diterbitkan di Jakarta, pada tanggal 9 Juni 2021.

Awarded in Jakarta, on this ninth day of June, two thousand and twenty one.

Program Director Direktur,

Agus Putranto, S.Kom., M.T., M.Sc.

Rektor Rector

Prof. Dr. Ir Harjanto Prabowo, M.M.

SK Pendirlan Perguruan Tinggi No.: 55/D/0/1996, Tanggal 8 Agustus 1996

Awarding Institution's License No.: 55/D/0/1996, Date August 8, 1996

Akreditasi Program Studi BAN-PT No.: 8250/SK/BAN-PT/Akred/S/XII/2020, Tanggal 15 Desember 2020

Accreditation of Study Program by National Accreditation Board for Higher Education No.: 8250/SK/BAN-PT/Akred/S/XII/2020, Date December 15, 2020





TRANSKRIP AKADEMIK

KETERANGAN

Umum

Transkrip Akademik adalah dokumen nilai mata kuliah yang telah diperoleh seorang mahasiswa setelah lulus.

Sistem Penilaian

Sistem penilaian yang digunakan adalah sistem absolut, dalam bentuk nilai huruf yang dikelompokkan dari nilai akhir sebagai berikut:

| Z | Villai Huruf (G) Sangat Baik | Bobot (N) | - |
|----|------------------------------|-----------|---|
| D | Sangat Baik | 4,00 | |
| A | Sangat Baik | 3,67 | _ |
| 8+ | and . | 3,33 | |
| W | Baik | 3,00 | |
| P | Baik | 2,50 | |
| 0 | Cukup | 2,00 | |
| 0 | Kurang | 1,00 | |
| _ | : Lulus* | , | |

*untuk mata kuliah tertentu

ç Indeks Prestasi Kumulatif (IPK)

Indeks Prestasi Kumulatif (IPK) adalah indeks prestasi mahasiswa secara kumulatif dengan

$$IPK = \frac{\sum(K \times N)}{\sum K}$$

K= Jumlah sks mata kuliah yang diambil N= Nilai bobot masing-masing mata kuliah yang diambil

Peringkat Kelulusan

| 276 | 3,01 | 3,51 | 3,76 | 3,91 |
|-----------|------------------|------------|------------------|------------------|
| 1 | 1 | 1 | 1 | 1 |
| 300 | 4,00 | 3,75 | 3,90 | 4,00 |
| Memuaskan | Sangat Memuaskan | Cum Laude* | Magna Cum Laude* | Summa Cum Laude* |

*Lulus tepat waktu, minimal grade adalah B dan tidak pernah diulang

UNIVERSITAS BINA NUSANTARA
Rektorat (Rector Office)
JL K.H. Syahdan No. 9, Kemanggisan – Palmerah, Jakarta Barat 11480. Indonesia | L.+6221 534 5830 / +6221 535 0880 | I.+6221 530 0244

ACADEMIC TRANSCRIPT

DESCRIPTION

General

An academic transcript is a report listing all grades earned by a student to date.

Evaluation System

The evaluation system used is an absolute system indicated by a letter grade as follows:

only for some certain subjects

Grade Point Average (GPA)

The Grade Point Average (GPA) is the measurement of student performance calculated by

$$GPA = \frac{\Sigma(C \times N)}{\Sigma C}$$

C= the total number of SCUs earned in the calculation period N= the weight earned based on the letter grade

Academic Distinctions

| *************************************** | - | | | |
|---|------------|---|------|--|
| Merit | 3.00 | 1 | 2.76 | |
| High Merit | 4.00 | 1 | 3.01 | |
| Cum Laude* | 3.75 | 1 | 3,51 | |
| Magna Cum Laude | 3.90 | ı | 3.76 | |
| 3.91 - 4.00 Summa Cum Laude* | 4.00 | 1 | 3.91 | |
| CHOILE | The Prince | - | 7 | |

and no retake courses is allowed *Qualifying students for Academic Distinction must graduate on time, earn a minimum of grade B

FM-BINUS-AA-FPU-86.2/VZR1



Nama (Name)

Tempat & Tanggal Lahir (Place & Date of Birth) Program Studi (Study Program) Nomer Induk Mahasiswa (Student Identification Number)

Program (Program)

Jenjang Pendidikan (Level of Education) Total Kredit (Total Credits)

Indeks Prestasi Akademik (GPA)

: FANDHY OKKA PRATAMA

: JAKARTA, 25 Oktober 1994 (JAKARTA, October 25, 1994) : 2201860336

: Manajemen (Management)

: Business Management

: Sarjana (Strata I) (Bachelor Degree) : 146 : 3.61



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SK Pendirian Perguruan Tinggi No. : 55/D/O/1996, Tanggal 8 Agustus 1996
Awarding institution: Liewins No. : 55/D/O/1996, Date August 8, 1996
Akraditasi Program Studi BAN-PT No. : 8250/SK/BAN-PT/Akrad/S/XII/2020,

| Mata Kuliah Pilihan ACCT6307 Awahansi Lanjutan ACCT6307 | | | | | | | | | | | & Private Law | | 3 | | Management Information | |
|--|----|-------------|-------------------------------|-----------|-------|--------------|-----------------------------|-----------|----------------|---------|------------------------|--------------|-------|----------|---------------------------------------|-----------------|
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| SCU GRADE CODES COURSES SCU GRADE COURSES COURSE COU | | | | | 8 | 2 | - | TAXN604 | | | Logistic Management | | | | Bisnis | |
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| Mata Kullah Pilihan Elective Course Mata Kullah Pilihan Elective Course Mata Kullah Pilihan Elective Course Mata Kullah Pilihan ACCT6307 Aumtansi Lanjutan A A Avanced Accounting ACCT6205 Analisis dan Penjalalan Laporan Keuangan Laporan Keuangan A A- Elective Course A A- Elective Course A A- Elective Course A A Avanced Accounting A A CCT6205 Analisis dan Penjalalan Laporan Keuangan A A- Elective Course A A Arabasa Asinq 1 A A- Elective Course A A- Elective Course A A Avanced Accounting A A CCT6205 Analisis dan Penjalalan Laporan Keuangan A A- Elective Course A A CCT6205 Analisis dan Penjalalan Laporan Keuangan COMP6295 Pengantar Komputer I COMP6296 Pengantar Komputer I COMP6296 Pengantar Teknologi Ecologia Lapotabase COMP6296 Pengantar Teknologi Ecota and Accounting A A- A- ECOM6051 Baya dan Akuntansi A A- ECOM6052 Ekonomi Perbankan II A A- ECOM6053 Ekonomi Perbankan II COMP6296 Pengantar Teknology CHAR6020 Pengantar Teknology CHAR6021 Pengantar Komputer I A A- ECOM6053 Ekonomi Perbankan II A A- COMM6156 Hubungan Masyarakat I COMM6156 Hubungan Masyarakat I COMM6156 Hubungan Masyarakat I COMM6157 Pengantar II A A- COMM6216 Hubungan Masyarakat II COMM6158 Perdagangan Elektronik A A- COMM6216 Hubungan Masyarakat II COMM6158 Pengantar II A A- COMM6158 Hubungan Masyarakat II COMP6296 Pengantar Komputer I COMP6296 Pengantar Komputer II A B MKT06143 Penkik dalam Penjadana I I A A- COMM61648 Production to Information MKT06143 Penkik dalam Penjadana I I COMM61648 Production to Information MKT06148 Promosid an Perikanani | | | | | 8 | N | - | MGMT6185 | | | Public Relations II | | | 7 | Introduction to Accounting | |
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| Mata Kullah Pilihan Fractice in Product A A GCT6197 Akuntansi Lanjutan A CCT6205 Analist dan Penilalan A CCT6205 Analist dan Penilalan A A Francial Statement Analysis A A I SYS6282 Balsi Data Terapan A CCT6200 Biaya dan Akuntansi Management A A CCT6200 Biaya dan Akuntansi Management A A CCT6200 Biaya dan Akuntansi Management A CCT6200 Biaya dan Akuntansi Management A A CCT6200 Biaya dan Akuntansi Management A Cost and Accounting Management A Cost and Accounting Management A Constant Banking II B CON6052 Eknomn Perbankan II COM6053 Eknomn Perbankan II A CHAR6020 Pengantar Komputer II COM6053 Eknomn Perbankan II A CHAR6020 Pengantar Komputer II COM6053 Eknomi CHAR6021 Pengantar Komputer II COM6053 Eknomi COM6054 A CCT6200 Biaya dan Akuntansi Management Cost and Accounting Cost and Accou | | | English Professional | | > | 4 | Perdagangan Elek | ISYS6239 | | | Public Relations I | | | | Business Mathematics | |
| Mata Kullah Pilihan Elective Course 6 B ACCT6197 Akuntansi Lanjutan ACCT6205 Analisi san Penlalaian Laporan Keuangan A ACCT6205 Analisi san Penlalaian Laporan Keuangan A ACCT6205 Analisi san Penlalaian Laporan Keuangan A A- LANG6064 Bahasa Asing A A- ISYS6282 Basis bata Terapan A A- ACCT6200 Baya dan Akuntansi A A- LONG6052 Ekonomi Perbankan A A- ACCT6200 Baya dan Akuntansi A A- COMP629A Pengantar Teknologi Longana Counting A A- ACCT620B Baya dan Akuntansi A A- COMP629A Pengantar Teknologi Longana Counting A A- COMP629A Pengantar Teknologi MKTG6142 Praktik dalam Pengatkan A- COMP629A Pengantar Komputer II COMP629A Pengantar Teknologi MKTG6143 Praktik dalam Pengatkan A- COMP629A Pengantar Teknologi MKTG6143 Praktik dalam Pengatikan COMP629A Pengantar Teknologi MKTG6143 Praktik dalam Pengatikan A- COMP629A Pengantar Teknologi MKTG6142 Praktik dalam Pengatikan A- COMP629A Pengantar Teknologi MKTG6143 Praktik dalam Pengatikan A- COMP629A Pengantar Teknologi MKTG6143 Praktik dalam Pengatikan A- COMP629A Pengantar Komputer II A- COMP629B Pengantar Komputer II COMP629B Pe | | | | | | | | | В | | Hubungan Masyarakat I | COMM6215 | Α- | 4 | | MATH6102 |
| Mata Kullah Pilihan Elective Course Mata Kullah Pilihan Accredition A A MKTG6142 Praktik dalam Pengetahuan 4 A Product Introduction to International Introduction to International Introduction to Computer II 2 B Paratite in Product Knowledge Accredity Alamana Accredition in Computer II 2 B Marketing Marketing Marketing Promotion and Advertising I Introduction to Information Informati Introduction to Information MKTG6147 Promosi dan Periklanan I 2 B Promotion and Advertising I Information Information and Advertising I Agama Accredity Course A A- ISYS6282 Basis Data Terapan Accredity Data Terapan Accredity Elective in Research Informati Information In | A | 4 | | ENGL616 | | | Character Building: | | | | Business Ethic | | | | Management | |
| Mata Kullah Pilihan Elective Course MATGG142 Praktik dalam Pengetahuan 4 A Produk Produk Produk Produk Produk Produk Product Alvanced Accounting ACCTG205 Analisis dan Penilalan Laporan Keuangan ACCTG205 Analisis dan Penilalan Laporan Keuangan ACCTG205 Analisis dan Penilalan Elective Course MATGG142 Praktik dalam Pengetahuan 4 A MKTGG142 Practice in Product Relations Accuration to International Accuration to Computer II Elective Course COMP6295 Pengantar Komputer II Elective Course COMP6296 Pengantar Komputer II Elective Course COMP6295 Pengantar Komputer II Elective Course COMP6296 Pengantar Komputer II Analisis dan Penilalan COMP6296 Pengantar Komputer II Analisis dan Penilalan Elective Course COMP6296 Pengantar Komputer II Elective Course COMP6296 Pengantar Teknologi Analisis dan Penilalan Elective Course Analisis dalam Pengetahuan Analis | | | | | | | Pancasila | | > | 4 | Etika Bisnis | BUSS6061 | | | Global Human Resources | |
| Matta Kullah Pilihan Elective Course Advanced Accounting Advanced Accounting Advanced Accounting Advanced Accounting Accounting Accounting Accounting Accounting Applied Database Accounting Analelenen Accounting Analelenen Accounting Analelenen Accounting Analelenen Accounting Analelenen Accounting Analelenen Accounting Accounting Analelenen A | A- | 2 | | LANG60 | A | 2 | | CHAR6019 | | | Economic Banking II | | | | Manusia Global | |
| Mata Kullah Pilihan Accress Course A A CCT6205 Analisis dan Penlalam Laporan Keuangan Laporan Keuangan A CCT6205 Analisis dan Penlalam Laporan Keuangan A A CCT6206 Analisis dan Penlalam A A CCT6206 Analisis dan Penlalam A A CCT6207 Analisis dan Penlalam A A CCT6200 Analisis dan Penlalam A A CCT6200 Balaya Alinq I A A CCT6200 Balaya dan Akuntansi A CCHAR6021 Pengantar Teknologi Adana Acctr6200 Balaya dan Akuntansi A A CCT6200 Balaya dan Akuntansi A A CCT6200 Balaya dan Akuntansi A A CCHAR6021 Pengantar Teknologi Adana Character Building: CHAR6020 Pengantar IImu Hubungan A A CCHAR6021 Pengantar IImu Hubungan A A CCT6317e Course MKTG6142 Praktik dalam Pengathuan A A CCT6200 Balaya Manalisi Lapitan A A CCT6200 Balaya Mana | | | Legal Aspect in Economics | | | | | | > | 4 | Ekonomi Perbankan II | ECON6053 | A | 6 | 55 Manajemen Sumber Daya | MGMT6255 |
| Mata Kullah Pilihan Elective Course Mata Kullah Pilihan Elective Course Mata Kullah Pilihan Elective Course Advanced Accounting Advanced Accounting AccT6205 Analisis dan Penilalan Laporan Keuangan A A LANG6064 Bahasa Asing I Foreign Language I Foreign Language I A A A- LANG6064 Bahasa Asing I SYS6282 Basis Data Terapan A A- Management A B ECON6052 Ekonomi Perbankan I A B ECON6055 COURSES SCU GRADE CODES COURSES SCU INTR6077 Pengantar limu Hubungan Introduction to International Are Introduction to International Applied Database COMP6295 Pengantar Komputer II ECON6052 Endonomi Perbankan I COMP6296 Pengantar Komputer II A Practice in Product A Arctice in Research Advartating I A MKTG6147 Promosid dan Periklanan I 2 B MKTG6147 Promosid dan Periklanan I 2 A COMP6296 Pengantar Komputer II A A COMP6296 Pengantar | | | Ekonomi | | | | Character Building: | | | | Economic Banking I | | | | Marketing Management | |
| Mata Kullah Pilihan Elective Course A A A CCT6205 Analisis dan Penilalan Laporan Keuangan A CCT6205 Analisis dan Penilalan Laporan Keuangan Financial Statement Analysis A A CCT6206 Bahasa Asing I Foreignt Language I Introduction to Computer I COMP6296 Pengantar Komputer I A A CCT6200 Blaya dan Akuntansi A A CCT6200 Blaya dan Akuntansi A A CCT6200 Blaya dan Akuntansi COMP6296 Pengantar Teknologi Foreignt Language I Introduction to Computer I COMP6296 Pengantar Teknologi Introduction to Information Foreignt Language I Introduction to Information Foreignt Language I Introduction to Information MKTG6142 Praktik dalam Pengetahuan 4 A CCMP6296 Pengantar Komputer I COMP6296 Pengantar Teknologi B MKTG6143 Promotion and Perkianan I Promotion and Advertising I Promotion and Advertising II COMM6194 Teknologi Komunikasi A A CCT6200 Blaya dan Akuntansi A A CCT6200 Blaya dan Akuntansi CHAR6021 Pengembangan Karakter: COMM6194 Teknologi Komunikasi A CCMM6195 Teknology MKTG6148 Promotion and Advertising II COMM6195 Teknology MKTG6148 Promotion and Advertising II COMM6195 Teknology MKTG6148 Promotion and Advertising II COMM6195 Teknology MAta Kullah Healtian Berkarya CHAR6020 Pengembangan Karakter: A A CCT6200 Blaya dan Akuntansi A CCMBABABABABABABABABABABABABABABABABABAB | A- | 2 | 95 Aspek Hukum dalam | LAWS60 | | | Kewarganegaraan | | A | 4 | Ekonomi Perbankan i | ECON6052 | В | 4 | Manajemen Pemasaran | MKTG6113 |
| Mata Kullah Pilihan Flective Course | | | expense course | CLEGUVE | A. | | | CHARBUZE | | | Management | | | | Operational Management | |
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PERSONAL INFORMATION

Name : Fandhy Okka Pratama
No.Hp : (+62) 8979723025
Email : okkafandi@gmail.com
Linked in : linkedin.com/in/fandhyokka/

Address : -Bojong Utama V Blok E 32 No 3, Bekasi City, West Java

-Nata Endah Blok X, Bandung, West Java

SUMMARY

I am Bachelor Degree Online Learning Program - Business Management from Binus University. I have 6 years experiences in Customer Service roles.

EDUCATION

Formal Education

Bina Nusantara University

Bachelor Degree Online Learning Program - Business Management

2018-2021

GPA : 3.61 of 4.00

Thesis: "Work Stress Analysis and Career Development on Employee Turnover Intention At PT XYZ"

Universitas Jenderal Soedirman

Diploma Degree Faculty of Biology Management of Fishery Resources

2012-2015

• GPA : 3.25

- Final Project: Test of the level of contamination of Staphylococcus aureus bacteria on Pressure Milkfish at BP2HP East Jakarta
- Assistant Lecturer in Fisheries Biology

Non-Formal Education

Binar Academy

Frontend Web Engineer

- Projects:
 - Content Management System (CMS) for Binar Car Rental
 - Customer Page for Binar Car Rental

CORE COMPENTENCIES

- **Problem solving skills**: able to understand and provide solutions to the needs of customers with satisfactory service and solve the bug issues on the code.
- **Emotional intelligence**: understand where the other person is coming from and they know to both prioritize and swiftly communicate that empathy
- **Communication**: Build trust with consumers. Able to communicate and work together with a team.
- **Web design**: Proficient in front-end technologies, including HTML, CSS, and JavaScript, to create visually appealing and interactive web interfaces.



PT. Ichigo Indonesia Inti (Ichigo)

April 2022 – July 2023

Senior Customer Experience

- Handle customer's numerous tickets on daily basis via Zendesk
- Monitor and reply any comments in Social Media channels
- Monitor the shipment of subscription boxes and report issues to the Director of Operations directly if there are any issues

PT. ShopBack Mitra Sejahtera (ShopBack Indonesia)

August 2018 - October 2021

Custumer Service Executive

- Handle at least 80 customers queries through email per day
- Handle at least 30 incoming chat per day
- Solving customer's problems by analytical thinking and company rules
- Able to maintain KPI CSAT 93%, FRT less than 1 minute and FURT 8 hours

PT. Tokopedia (Tokopedia)

October 2017 – August 2018

Outbound Call Center

- Interpreted Solve customer problems in term of Payment, Courier, Fraud, Order & Delivery (missing, damaged and crisscross item)
- Call at least 15 customers per day for confirm and solving customer problems
- Person in charge who is responsible to handle customer came to Tokopedia Office

PT Telkomsel (Grapari Telkomsel)

May 2016 - July 2018

Customer Service Representative

- As person who served user came to Grapari. Able to Handling 25 user per days
- Handle customers queries in term of network, feature and product, data package, billing statement and other question about Telkomsel
- Offer cross and up selling Telkomsel products to customer
- Able to maintain KPIs 15 minutes for serving time and 3 minutes for waiting time.

ADDITION

Project: Binar Car Rent website (CMS and Customer Page).

Certification:

Languages: English (Intermediate)

Hard Skill: CRM, Zendesk (Live Chat, Email and analytics), Salesforce, HTML, CSS, Bootstrap, Javascript,

ReactJS, NodeJS, Git.