



Lidya Christina

Product Development Enthusiast

Info

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📍 Jakarta, Indonesia

Interests

Music | Backpack Travel |
Puzzle | Good Coffee &
Talk | Startup environment
| Voluntary & Community
Activities | Product dev. &
UX Work

Education

2009 - 2013
**Universitas Negeri
Jakarta** (GPA 3.52/4.00)

Bachelor of Education of
Accounting

Volunteering Experiences

Mozilla Indonesia
June 2016 - Present
Localization contributor,
involved in Reps Program
and operational assistant
in Mozilla Community
Space Jakarta

Divers Clean Action
February 2019 - Present
Act as a community
ambassador in few events
and campaign



Work's Journey

Wobe Indonesia

Management Trainee (Internship Programme)

Nov 2014 - Jan 2015

- Assist the CEO in research function - about what potential product, trends and demand.
- Basic finance and book-keeping - involved in budgeting and do ledger function
- Learn about product development - attending daily learning session and follow up with incubator's upcoming event.

Management Associate

Jan 2015 - Jan 2017

- Similar responsibilities as management trainee, with higher responsibilities and more take initiatives especially with offline networking and agent based activities.

Community Manager

Jan 2017 - April 2017

- Ensuring active and engaged communities get best services and smooth journey with the app - achieved target 90%
- initiate once in a month offline events and regularly do offline visit to communities
- Monitoring and handle > 85% online conversation and participation to build brand and technical issues

Assistant Product Manager

April 2017 - May 2018

- Act as a liaison between engineering team and Indonesian suppliers, following up on new product requests, checking error and questions in Indonesian and all non-business matters relating to supplier relationship
- File bugs manually as well from field reports, prioritise and manage their fixes
- Taking daily scrum call and collaborate with engineering and CTO
- Hired a community manager and work together to convey feedback then list those things to buglists or next feature

Gojek Indonesia

Process Improvement Specialist

October 2018 - December 2018

- Looking possibilities to improve customer care services by automate few processes
- Collaborate with tech team to compile all flow also provide logic automation flow to implement
- Create flow documentation of user journey and how handle incoming issues until it solved