

Lidya Christina

Happiness Engineer

How to reach me:

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Based in:

Jakarta, Indonesia

Skills

Product & People Management
UX Research | Manual Testing |
Git | Agile Development

Education

Oct 2020 - Dec 2020

Glints X Binar Academy

Mobile Development, React
Native

Aug 2009 - Dec 2013

Universitas Negeri Jakarta

Bachelor of Education, with
Accounting major

Volunteer Experience

Mozilla Indonesia

June 2016 - present

Localization contributor, involve
in reps programme, council
member (2020/22), and core
member in Mozilla Community
Space Jakarta

Career Summary

USHAREit

Mar 2022 - Present

UX Researcher

- Developed a well-crafted usability research plan and maintain the process of usability testing for Indonesia and Bangladesh region
- Work closely with the product team to identify and optimize research objective
- Translate user insight into actionable recommendation to product team

Migo Indonesia

Apr 2021 - Nov 2021

UX Research Consultant

- Provide local insight from translation to execution of their UX research in Jakarta
- Report the research findings and work together with the lead to present it to cross functional division

UTest, Supahands

Feb 2019 to present

Freelance - Functional Tester

- Web/mobile apps testing, API and Usability testing, and create and do test cases
- Validate and annotate an object
- Working on sentiment analysis projects

Gojek Indonesia

Oct 2018 - Dec 2018

Process Improvement Specialist

- Assist the floor management in terms of tools and the current process in customer care unit
- Initiate improvement in the automation process (flow and tools)
- Create an initial requirement document to deliver to the operational tech team
- Communicate the flow and deliverables to tech team
- Daily floor monitoring to find out the root cause of high priority issues

Wobe Pte. Ltd.

Nov 2014 - May 2018

Assistant Product Manager (Apr 2017 - May 2018)

- Act as a liaison between engineering team and Indonesian suppliers, following up on new requests, checking error and questions, included non-business matters relation suppliers relationship
- File bugs and gather insight 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 it to buglists or next features

Community Manager (Jan 2017 - Mar 2017)

- Ensuring active and engaged communities get best services and smooth journey using the app
- Initiate and lead offline event
- Monitoring and handle > 80% online conversation and participation to build brand and technical issues

Management Trainee - Associate (Nov 2014 - Dec 2016)

- Ensuring active and engaged communities get best services and smooth journey using the app
- Initiate and lead offline event
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