

Hadi Jamaludin

Bandung, West Java ☎ +62 821-1782-2014 ☎ hadijmldn@live.com
☎ [linkedin.com/in/hadi-jamaludin-58155463](https://www.linkedin.com/in/hadi-jamaludin-58155463) ☎ <https://hadijmldn.github.io/>

Freelance Web Developer

Results-driven and highly adaptable, I am a tech-savvy individual with a strong background in customer service. Leveraging my technical expertise and exceptional communication skills, I excel at providing outstanding support to clients while ensuring their technological needs are met. With a passion for delivering top-notch service and a solid understanding of various tech platforms, I am adept at troubleshooting issues, resolving complex problems, and ensuring customer satisfaction. WORK

WORK EXPERIENCE

Authen Indonesia ☎ Indonesia ☎ Part-time ☎ 06/2023 - Present

Game Developer

- Implemented new in-game features and mechanics that resulted in a 25% increase in player engagement and a 10% increase in in-app purchases for an existing game.
- Collaborated with the design team to provide helpful feedback and streamline processes, resulting in a 40% decrease in design time and a 50% increase in client satisfaction.

Freelance ☎ 03/2022 - 11/2023

Freelance Web Developer

- Created responsive websites from scratch.
- Design and development of various websites.
- Implementing complex front-end applications using dynamic HTML.
- Maintaining websites for clients.
- Writing unit tests to improve code predictability and documentation.

Modsquad ☎ 01/2020 - 03/2022

Customer Service Representative

- Assisted in technical troubleshooting
- Assisted clients and took personal accountability for the resolution of their concerns.
- Entered customer data into various software programs.
- Established and update accounts for the members.
- Handled phone calls, chats and tickets related to billing, network and equipment issues.

Media Advertising Lp ☎ 02/2016 - 01/2020

Project Manager

- Assist in social media management.
- Change management plans development.
- Contributed to design and construction ideas to the project teams.
- Develop a detailed project plan to monitor and track progress.
- Ensure that all projects are delivered on-time, within scope and within budget.

Jack Tour â€¢ 11/2011 - 01/2016

Travel Agent

- Travel scheduling, travel consulting, and creating service contracts for group travel.
- Administered support, maintained the files, accounting, ticketing and data entry.
- Aid clients with reservation, transfers, booking changes, and cancellation.
- EDUCATIONHigh School Diploma
- Kartika Siliwangi BANDUNG, INDONESIA
- CERTIFICATESMeta Introduction to Front End Development
- Coursera 01/2023
- Meta Programming with Javascript
- Couseira 02/2023

CERTIFICATIONS

Advanced React

Coursera by Meta â€¢ 11/2023

Version Control

Coursera by Meta â€¢ 06/2023

HTML and CSS in depth

Coursera by Meta â€¢ 06/2023

React Basic

Coursera by Meta â€¢ 05/2023

Programming with JavaScript

Coursera by Meta â€¢ 02/2023

Introduction to Front-End Development

Coursera by Meta â€¢ 01/2023

JavaScript Algorithms and Data Structures

freeCodeCamp â€¢ 02/2022 - 03/2022

Responsive Web Design

freeCodeCamp â€¢ 01/2022 - 02/2022

SKILLS

Accounting, Adaptability, Change Management Strategy, Communication, Coursera, Customer Satisfaction, Design Development, Desktop Troubleshooting, Dynamic HTML, Front End Web Development, JavaScript, Laravel, Meta Programming, Microsoft Excel, Microsoft Office, Personal Accountability, PHP, Progress Monitoring, Project Planning, Social Media Management, Technical Competency, Travel Advice, Travel Management, Troubleshooting, Unit Testing, Website Maintenance