

JANICE MARSHA AUDRIA

IT Support | QA Enthusiast



CONTACT

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EDUCATION

B. Sc. Informatics Engineering

Telkom University

2023-2027

Software Engineering

SMK Telkom Malang

2018-2021

PORTOFOLIO

- JeanStream
- Mommi Hokki Site
- LJ-Project
- JeanVerse

ORGANIZATION

Treasurer

Telkom Schools Basketball Club

2018-2019

LANGUAGES

- Indonesia (Native)
- English (B2 | Upper Intermediate)
- German (Beginner)



PROFILE

Fresh graduate in Software Engineering, currently pursuing a Bachelor's in Informatics

Engineering. Experienced in IT support, manual testing, content management, and

team supervision. Passionate about improving product quality through structured

QA processes, clear documentation, and effective cross-functional collaboration



WORK EXPERIENCE

PT Mommi Hokki Indonesia

2023 - 2025

Team Supervisor

- Led daily operational team to achieve production and service targets on time.
- Optimized cross-department coordination to improve workflow efficiency.
- Trained and mentored new team members to enhance performance and quality.
- Increased team productivity and customer satisfaction through process optimization.

PT Mommi Hokki Indonesia

2022-2024

IT Administrator

- Managed internal IT systems and provided technical support for employees.
- Conducted manual testing to ensure systems met operational standards.
- Handled troubleshooting to minimize downtime.
- Contributed to IT system improvements, enhancing stability and efficiency.

PT Sekawan Media Informatika

2024

Quality Assurance (Internship)

- Designed structured test cases and scenarios using Notion.
- Performed manual testing on digital products, identifying 30+ critical bugs per sprint.
- Collaborated with developers and product teams to maintain company quality standards.
- Provided user feedback that reduced potential errors by 40%.

SOFT SKILLS

- Problem Solving
- Time Management
- Adaptability
- Teamwork & Collaboration
- Communication
- Creativity

HARD SKILLS

- Web Development: HTML, CSS, JavaScript, React, Next.js
- Mobile/Web Development
- Database & Backend: SQL, API
- Version Control: Git/GitHub
- UI/UX Design (Wireframing, Prototyping)
- Office Tools: Microsoft Office, Google Workspace

PT Mitufaya Ritel Indonesia

2023-2024

IT & System Staff

- Handled Odoo ERP data corrections, improving operational efficiency by 25%.
- Designed and updated website layouts to improve branding and functionality.
- Managed employee databases and sales reports with high accuracy.

PT Cubiconia Kanaya Pratama

2021-2023

IT Support

- Handled customer complaints via chat with fast and accurate responses.
- Maintained SQL databases to ensure data integrity.
- Designed UI/UX for mobile and web applications.
- Contributed to internal system development, improving user experience.

PT Mommi Hokki Indonesia

2021-2022

Content Producer (Freelance)

- Produced and managed digital content to support company branding.
- Developed content strategies that improved customer engagement.
- Collaborated with marketing teams for digital campaigns.
- Created impactful content that strengthened brand presence.



CERTIFICATE

Microsoft Excel Short Class

2024

MySkill Indonesia

Project Management

2023

Dicoding Indonesia

Laravel Development

2023

PraKerja Indonesia

Kotlin Development

2021

MySkill Indonesia



ACHIEVEMENT

Achieved an A Grade

2024

PT Sekawan Media Informatika

Contributed to 3+ client QC projects

2024

PT Sekawan Media Informatika

Top 10 Finalist Best Video

2020 & 2021

Bank Indonesia

Favorite Video Winner

2020 & 2021

Darma Cendika Catholic University

Favorite Video Winner

2019

PT Astra Honda Motor