

JANICE MARSHA AUDRIA

IT Support | QA Enthusiast



CONTACT

- +62 895-4117-60937
- jeaniceaudria.work@gmail.com
- Malang, Indonesia
- <https://jeaniceaudria.github.io>

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

Seonnie Malang 2024 - 2026
Content Creator and Host Live

- Produced short-form content for Instagram & TikTok (Reels, product showcase, trends, promotional content).
- Hosted live streaming sessions to promote products, engage customers, and drive sales conversion.
- Assisted in managing social media activities including content posting, engagement, and customer responses (DM/comments).
- Collaborated with team to plan promotional themes and campaign content.
- Supported operational tasks such as packing orders during peak sales periods.

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 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

IT & System Staff

2023-2024

- 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

IT Support

2021-2023

- 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

Content Producer (Freelance)

2021-2022

- 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

MySkill Indonesia

2024

Project Management

Dicoding Indonesia

2023

Laravel Development

PraKerja Indonesia

2023

Kotlin Development

MySkill Indonesia

2021

ACHIEVEMENT



Achieved an A Grade

PT Sekawan Media Informatika

2024

Contributed to 3+ client QC projects

PT Sekawan Media Informatika

2024

Top 10 Finalist Best Video

Bank Indonesia

2020 & 2021

Favorite Video Winner

Darma Cendika Catholic University

2020 & 2021

Favorite Video Winner

PT Astra Honda Motor

2019