

# 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

### Completed 5+ Client 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