

# HAJOPAN SARUMPAET

## Fresh Graduate Information Systems

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### SUMMARY

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I am a Bachelor of Information Systems graduate from the Telkom Purwokerto Institute of Technology (GPA 3.8). As an Information System graduate, I have several focuses including system development and information system analysis through several projects, tasks such as system development for village MSMEs, planning information system project development. I am also active in the Student Association Organization and take part in several Business Planning competitions.

### EXPERIENCE

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**TELKOM ACCESS GAHARU – MEDAN, Indonesia**  
**CCAN (Corporate Customer Access Network) Division Internship**  
Employment (August 2022 – September 2022)

- Collaborated closely with field technicians to optimize on-site problem-solving processes, resulting in a 40% reduction in average resolution time and a 25% increase in customer satisfaction scores.
- Responsible for the registration of Access Points and their efficient delivery to the warehouse
- Designed and implemented a Telegram Bot for efficiently searching Access Point Serial Numbers

**INFORMATION SYSTEMS STUDENT ASSOCIATION**  
**Internal Division of the Advocacy Department**  
Employment (June 2021-June 2023)

- Responsible for receiving and conveying aspirations from students to the study program and vice versa, carried out with the Share To Advo work program
- Appointed as the association's representative for study program activities.
- Accountable for effectively communicating information from the study program to students

**BIG TASKS OF INFORMATION SYSTEMS PROJECT MANAGEMENT**

- Developed a comprehensive digital business plan for MariTernak, an e-commerce company specializing in livestock feed and medicine sales, encompassing project description, stakeholder analysis, organizational values, project scope, assumptions and risks, work details, structure, and scheduling.

**BIG ASSIGNMENT INTRODUCTION TO INFORMATION SYSTEM DESIGN**

- I played a key role in the development of the SiGaluh (Galuh Village Information System), a website designed to support Galuh village MSMEs with online marketing. In this project, my responsibilities included system design, programming, and conducting comprehensive system testing.

### EDUCATION

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**Telkom Purwokerto Institute of Technology (2019 - 2023)**  
Bachelor of Information Systems graduate with GPA 3.81

**Telkom Medan Vocational School (2016 - 2019)**  
Access Network Engineering

### CERTIFICATION

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- BNSP IT Project Supervisor
- Dicoding Learn the Basics of Web Programming

### ABILITY

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|-----------------------------------|--------------------|
| • Management                      | • Analytics        |
| • Software Development Life Cycle | • Problem Solving  |
| • Web Programming                 | • Active Listening |