

Oswaldo Rios Junior Surbakti



0877-8866-8719



osvaldosurbakti@gmail.com



Surabaya



Oswaldo Surbakti



osvaldosurbakti.vercel.app

ABOUT ME

An Information Technology graduate with a strong foundation in web development and database systems, complemented by professional experience as a Marketing Account Officer in the general insurance industry. Adept at problem-solving, system analysis, and delivering user-oriented digital solutions. Experienced in bridging the gap between business needs and technical implementation through effective communication and cross-functional collaboration. Eager to contribute technical expertise to innovative IT projects and continuously grow in a dynamic tech environment.

EDUCATION

Brawijaya University – Malang

Bachelor's Degree in Informatics Engineering

Graduated: 2023

WORK EXPERIENCE

Marketing Account Officer – PT. Asuransi Raksa Pratikara

Surabaya | October 2023 – Present

- Conducted client visits and explored new business opportunities to support company growth.
- Maintained and developed strong relationships with existing customers to ensure retention and renewal.
- Acted as a liaison between clients and internal teams to ensure service satisfaction and timely follow-up.

Web Developer – Ricky Pawn Services Medan

Medan | March 2021 – September 2021

- Designed and built an internal information system to support pawnshop operations.
 - Developed features for transaction tracking, inventory logging, and customer record management.
 - Improved process efficiency by digitizing manual workflows.
-

INTERNSHIP EXPERIENCE

Software Developer Intern – Medan Industrial Research and Standardisation Center

Medan | December 2019 – February 2020

- Contributed to the development of a web-based product certification system.
 - Collaborated with senior developers to implement features using standard software development practices.
 - Supported testing and documentation of the system for internal deployment.
-

SKILLS

Technical Skills

- Web Development (HTML, CSS, JavaScript, PHP)
- Database Management (MySQL & MongoDB)
- Basic Software Engineering Principles
- Responsive Web Design

Soft Skills

- Problem Solving & Critical Thinking
- Team Collaboration & Communication
- Time Management
- Client & User-Oriented Thinking
- Adaptability

Tools & Software

- Visual Studio Code
- Git & GitHub
- Microsoft Office (Excel, Word, PowerPoint)

Languages

- Bahasa Indonesia (Native)
- English (Professional Working Proficiency)