

Retno Damayanti

Developer

Walkerville, South Australia

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Github: www.github.com/retnodamayanti

Portfolio:

retnodamayanti.github.io/portfolio-css/

LinkedIn: www.linkedin.com/in/retnomaya

Web Developer Bootcamp Graduate seeking an entry-level position as a Junior Web Developer. With a background in customer service, I bring valuable skills applicable to the developer role, including problem-solving, effective communication, resilience, and attention to detail. Equipped with a Web Developer Bootcamp certificate, I am passionate about coding and committed to continuous learning to excel in web development. As a motivated self-starter, I am excited to contribute to dynamic projects and grow within a collaborative team environment.

Key Skills

- Web Development: HTML, CSS, JavaScript, React, Node.js
- Database Management: MySQL, MongoDB
- Version Control: Git
- Cloud Hosting: Heroku

Education

Fullstack Web Developer Bootcamp

University of Adelaide Coding Bootcamp, Adelaide | March 2023 - August 2023

- Comprehensive 24-week program covering fundamental web development concepts, including HTML, CSS, Git, JavaScript, Bootstrap, the DOM, APIs, JQuery, JSON, and AJAX.
- Gained expertise in server-side technologies like Node, ES6, Express, MySQL, MVC paradigm, Sequelize, Testing, and Agile development.
- Furthered knowledge in Progressive Web Apps, React, NoSQL, MERN Stack, and computer science fundamentals.
- Developed a full-stack web application as a team project, honing practical coding and project management skills.
- Collaboratively built a client-side application utilizing third-party APIs as part of a group project.

Bachelor Degree in Marine Science

Universitas Diponegoro, Semarang | August 2012 - July 2019

- Specialized in Marine Biology, gaining a deep understanding of marine ecosystems and biodiversity.
- Actively engaged in practical experiences, including volunteering at a Turtle Conservation Center, conducting a three-month research project on "Hatching Success of Olive Ridley Sea Turtles" at Turtle Conservation and Education Center (TCEC), Bali. (Publication link: [Link](#)) and participating in community service to promote fish consumption and nutritional awareness.
- Demonstrated dedication to marine conservation and research through academic achievements and real-world contributions.
- Graduated with a strong foundation in Marine Science, equipped with valuable insights into marine life and ecosystems.

Professional Experience

Customer Service Agent

Influx | August 2020 - September 2022

- **Global customer support specialist:** Successfully provided exceptional customer service to clients worldwide through email and chat platforms like Zendesk.
- **Efficient order processing:** Proficiently managed customer inquiries and ensured smooth order processing using Shopify, Netsuite, and Macship.
- **Exceeded performance targets:** Consistently met and surpassed clients' Key Performance Indicators (KPIs), ensuring high levels of customer satisfaction.
- **Adaptive problem solver:** Demonstrated strong problem-solving skills to address customer issues and inquiries effectively.
- **Detail-oriented:** Paid meticulous attention to detail to deliver accurate and precise responses to customers' queries.

Sourcing Assistant

The Bali Curator | January 2019 - June 2019

- **Resourceful sourcing expert:** Successfully identified suppliers and manufacturers that precisely matched clients' needs.

- **Efficient production facilitator:** Assisted clients in launching production in Bali through seamless sourcing tours.
- **Effective communication liaison:** Facilitated smooth interactions between clients and manufacturers for samples and production requests.
- **Exemplary dedication to client satisfaction:** Ensured optimal client experience and fostered long-lasting partnerships.
- **Recognized for exceptional performance:** Received accolades for exemplary sourcing outcomes and process improvements.