

# IRA YANTI

Tangerang, Banten, Indonesia | +62 812 8666 5334 | [iraayaanti@gmail.com](mailto:iraayaanti@gmail.com)  
[LinkedIn.com/ira\\_yanti](https://www.linkedin.com/in/ira_yanti) | [GitHub.com/rynt1](https://github.com/rynt1)

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## SUMMARY

I am a third-semester student at Pamulang University, majoring in Informatics Engineering. I am a highly motivated and hardworking individual who is always eager to learn and improve. I enjoy taking on challenges and gaining new experiences that broaden my knowledge and enhance my skills. As a responsible and adaptable person, I have strong communication skills and enjoy working with others. I am comfortable working independently or in collaborative, fast-paced environments. I also possess analytical thinking and problem-solving abilities that support operational efficiency. I have hands-on experience as a Warehouse Administrator and Online Shop Administrator. In addition, I have a solid foundation in data management systems and digital business operations, which helps me streamline workflows and increase productivity. Currently, I am actively working on various small-scale personal projects based on coursework, workshop activities, and bootcamp assignments. These projects allow me to apply what I've learned and continuously sharpen my technical skills. I am always open to opportunities that help me grow, expand my expertise, and make valuable contributions in the tech industry.

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## WORK EXPERIENCE

### **Nion Fashion / Crown Grosir - Jakarta Barat, Indonesia**

E-Commerce Customer Support & Marketplace Operations ( August 2022 - Present)

- Responding to customer inquiries across various marketplaces in a timely and professional manner
- Handling customer complaints with empathy and providing effective solutions
- Providing guidance and information about products or services to customers
- Coordinating with relevant teams to efficiently resolve customer issues
- Processing product returns in accordance with company policies
- Ensuring the accuracy of product information, including images, videos, and pricing, across platforms
- Uploading and updating product listings on all marketplaces
- Supporting order printing and serving as a live host for a few months as a backup

### **Milkmart / Harvestmart - Jakarta Barat, Indonesia**

Warehouse Operations Coordinator & Inventory Management Specialist (July 2021 - July 2022)

- Monitor stock movement to ensure inventory accuracy
- Manage reordering processes to maintain optimal stock levels
- Inspect incoming goods and track product expiration dates
- Execute promotional activities and handle product returns in accordance with company policies
- Pick and prepare marketplace orders to ensure timely delivery
- Assist in the packaging process to ensure accurate and efficient order fulfillment
- Coordinate with the sales team regarding new products and price adjustments
- Verify and ensure timely payment of supplier invoices
- Update product pricing in the system as needed

## **PT Jetcoms Netindo (Jkt) - Jakarta Barat, Indonesia**

Intern – Archival Management and Development Operations (Nov 2019 – Jan 2020)

### ► Internship - Archival Department (1.5 months)

- Managed and organized physical and digital documents to ensure order and easy access
- Recorded, categorized, and maintained documents in accordance with administrative standards
- Assisted in the digitization of archives to improve data retrieval efficiency
- Coordinated with relevant teams to ensure secure and structured document storage

### ► Internship - Development Department (1.5 months)

- Managed inventory flow and ensured accurate stock recording before being used by field teams
- Monitored radio stock levels and initiated purchases only when stock was depleted
- Logged and managed site job data based on operational activities
- Tracked and recorded daily operational team activities into the system
- Oversaw unused links and ensured timely decisions on contract extensions

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## **EDUCATION**

### **Pamulang University (September 2024 – Present)**

Bachelor's Degree in Informatics Engineering

Currently studying core subjects in computer science and web development, including programming, databases, computer networks, and user interface design. Actively involved in personal and academic projects, workshops, and bootcamps to deepen practical skills in HTML, CSS, JavaScript, UI/UX design, and modern web technologies.

### **Al-Mu'in Vocational High School (2018 – 2021)**

Office Automation and Governance

Studied the fundamentals of administration, basic accounting, archiving, incoming and outgoing mail management, information systems, office computing, and other subjects supporting expertise in office automation and management. Also participated in various class projects and practical assignments to apply knowledge in real-world administrative tasks.

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## **SKILLS**

- **Programming:** HTML, CSS, JavaScript (still learning the basics)
- **Tools:** Visual Studio Code, Figma, GitHub
- **Soft Skills:** Communication, Teamwork, Time Management, Attention to Detail and Problem-Solving, Microsoft Office and Digital Tools Proficiency, Creativity, Basic technical skills