

TIRZA SAMOSIR

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Education & Trainings

SAM RATULANGI UNIVERSITY

Indonesia | 2008 - 2012

- Bachelor in Marine Science
(Recognize by NARIC Vlaanderen)

INTEC BRUSSELS 2021 - 2022

- JAVA EE Developer

IIBA - JULY, 2024

- Business Process Modeling

PROJECT MANAGEMENT INSTITUTE

JUNE, 2024

- Agile Project Management

SHECODES BOOTCAMP

DEC 2024 - Feb 2025

- Frontend Developer

Technical Competencies

Programming Languages & Library

JavaScript(ES6) | HTML | CSS | Python

Library & Framework

Bootstrap | React

Tools & Platforms

Prompt Engineer | GIT | GitHub | SEO
Netlify | Figma | Visual Studio Code
JIRA | Confluence | ServiceNow

Profile

Front-End Developer with a background in technical support, project management, and client relations. These roles have helped me develop strong problem-solving, communication, and organizational skills, which I now leverage in front-end development. Naturally curious, I am committed to continuous learning and improving my skills.

I thrive in collaborative environments, where I can contribute to projects and grow as a developer. Currently focused on front-end development, I bring my passion for design and technical knowledge to create websites that are functional, user-friendly, and visually appealing.

Work Experience

Business Support Analyst

ARHS Group

Brussels | Sept 2024 - March 2025

- Provided Level 2 technical and business support for DG INTPA (European Commission) systems, focusing on procurement and framework contracts. Resolved application issues reported by external partners.
- Used ServiceNow and JIRA to escalate technical issues related to recurring problems in the application to the development team.
- Collaborated with users to understand their needs and gather feedback, helping improve system functionality and user experience.

Application Support Agent

Netcompany

Brussels | Oct 2022 - Sept 2024

- Provided first-line support for DG INTPA (EU Commission) applications used by NGOs and external partners applying for EU funds. Troubleshoot IT issues and offered real-time assistance via Microsoft Teams and Webex.
- Logged and tracked incidents in ServiceNow, ensuring accurate categorization and timely resolution. Used Confluence to document processes, create training materials, and onboard new team members, improving workflows and knowledge sharing.

Soft Skills

Active listening | Analytical thinking
Adaptable | Curious
Empathy | Enthusiast | Pragmatic
Persevere | Reliable | Result oriented
Supportive | Team player

Languages

Bahasa Indonesia	●	●	●	●	●
English	●	●	●	●	●
French	●	●	●	●	●
Dutch	●	●	●	●	●
Japanese	●	●	●	●	●

Tea Room & Bakery Employee

Apart & Moment De Haan | Jan 2018 - Dec 2019

- Prepared drinks and managed bakery service, ensuring smooth operations and quick, satisfied customer service.

Assistant to the Indonesian Ambassador

Embassy of Indonesia Mozambique | Feb 2016 - Oct 2016

- Facilitated communication between the ambassador and local officials, organizations, and the public, ensuring clear messaging on diplomatic matters.
- Coordinated the Indonesia Trade Expo in Mozambique, engaging local businesses to explore trade opportunities with Indonesia.

Japanese Client Relations

Jabato International Bali | Jan 2015 - Dec 2015

- Managed hotel reservations for Japanese clients, ensuring all requests and preferences met Japanese service standards.
- Organized a retreat for Japanese clients, coordinating logistics, activities, and client needs with the team and manager to ensure a smooth and successful experience.

Assistant Project Manager for Green Eye Project

Aquamarine Fukushima Japan | Nov 2010 - Nov 2014

- Contributed to the Coelacanth Research Program in Indonesian waters, using ROVs and CTD for habitat surveys and data collection to support conservation efforts.
- Collaborated with marine biologists, government officials, and local representatives to ensure data accuracy and raise awareness of plastic pollution in Indonesian waters.
- Coordinated logistics for the Green Eye Project, including travel, accommodations, payments, and liaising with Indonesian institutions, ensuring resources and timelines aligned for successful project execution.