



TIRZA SAMOSIR

APPLYING FOR USER SUPPORT OFFICER

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EDUCATION & TRAININGS

Bachelor in Marine Science

(Recognize by NARIC Vlaanderen)

Sam Ratulangi University 2008 - 2022

JAVA EE Developer

INTEC Brussels 2021 - 2022

Agile Project Management - Online

*Project Management Institute -
June 2024*

Business Process Modeling - Online

IIBA - July, 2024

Junior Frontend Developer - Online

Shecodes Bootcamp Dec 24 - April 25



TECHNICAL COMPETENCIES

Programming Languages

JavaScript(ES6) | HTML | CSS | Python

Database, Library & Framework

SQL, Bootstrap | React

Ticketing Tools & Platforms

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



PROFILE

Previously, I worked as a Business Analyst and Application Support Specialist at the European Commission (DG INTPA), I provided Level 2 technical and business support for DG INTPA systems, specifically for procurement and framework contract tools like OPSYS, helping external partners resolve application issues and streamline their workflows.

Earlier in my career, I was involved in international marine research projects, where I helped coordinate logistics and supported scientists in the field. That experience deepened my understanding of marine ecosystems and raised my awareness of how essential it is to protect our natural environment.

Today, I'm continuing to grow my technical skills in Python, and SQL. I'm especially interested in roles that combine technology and user support. and I'm excited to contribute to something that makes a real difference.



WORK EXPERIENCE

Business 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.



SOFT SKILLS

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



LANGUAGES

BAHASA INDONESIA (Native)

ENGLISH (Advanced)

FRENCH (Upper-Intermediate)

DUTCH (Intermediate)

JAPANESE (Elementary)

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.

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

Denpasar - 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 - Green Eye Project

Aquamarine Fukushima | *Japan / Indonesia*

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 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.