

# TIRZA SAMOSIR

## Contact

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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 | JAVA EE

### 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

### Application Support Agent

#### ARHS Group

Brussels | Sept 2024 - Present

- 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 - Aug 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.