

MUHAMMAD NOVAL SAPUTRA

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PROFESSIONAL SUMMARY

Highly motivated Information Systems graduate from Telkom University with a strong foundation in software development, data management, and operational administration. Proven track record in enhancing organizational efficiency through hands-on experience in developing web-based applications (Laravel & Vue.js) and managing high-volume customer relations. Adept at bridging technical solutions with business needs to drive organizational efficiency.

PROFESSIONAL EXPERIENCE

CV Sinar Yafiq Kamil Teknik – Tangerang, Indonesia

Admin Intern | January 2026 – March 2026

- Managed and recorded all daily company cash flows accurately using spreadsheet tools to maintain financial transparency.
- Prepared comprehensive operational quotes for air conditioning (AC) maintenance and repair services for clients.
- Monitored and coordinated field technicians' daily progress to ensure timely and high-quality job completion.
- Designed, developed, and deployed the official company profile website using Vue.js to enhance digital presence.
- Developed an internal Laravel-based cash flow application to automate real-time recording of incoming and outgoing funds.

PT Astro Technologies Indonesia – West Jakarta, Indonesia

Customer Care Unit | August 2024 – March 2025

- Handled and resolved an average of 80+ customer live chat sessions daily while maintaining high satisfaction rates.
- Documented, tracked, and categorized customer complaints systematically according to issue type to support service evaluations.
- Coordinated closely with third-party logistics (3PL) providers to track deliveries and efficiently resolve shipping issues.
- Conducted proactive follow-up calls to provide updates and resolved negative customer reviews to restore brand loyalty.

Xinchuan Telecom – West Jakarta, Indonesia

Customer Service | May 2023 – April 2024

- Addressed and resolved customer inquiries, orders, and complaints promptly across multiple social media platforms including Line, Instagram, and Facebook.
- Managed customer transactions, order processing, and stock updates accurately using the Warehouse Management System (WMS).

EDUCATION

TELKOM UNIVERSITY – Jakarta, Indonesia

Bachelor of Information Systems | GPA: 3.30/4.00 (2022 – Present)

SMK TELKOM JAKARTA – Jakarta, Indonesia

Vocational High School Degree in Software Engineering | Average Score: 85.29/100 (2019 – 2022)

SKILLS

Technical Skills: Laravel, Vue.js, SQL, HTML/CSS, Git, Web Hosting & Deployment.

Tools & Software: Microsoft Excel (Data Management & Visualization), Warehouse Management System (WMS), Google Sheets.

Core Competencies: Office Administration, Document Management, Real-time Data Tracking, Customer Relations.

CERTIFICATIONS

- Programming and Software Development – BNSP (Valid: 2025 – 2028)
- Data Analyst Certification – Digital Skill Area
- Data Analyst Bootcamp Certification