

# MUHAMMAD NOVAL SAPUTRA

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## ABOUT ME

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senior undergraduate student majoring in Information Systems with a focus on Web Development and Data Analysis, and one year of experience in Customer Service. Most recent experience includes an internship as an Admin at an HVAC company. Skilled in problem-solving, Microsoft Office, and Web development.

## EXPERIENCE

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### CV Sinar Yafiq Kamil Tehnik - Pasar kemis, Tangerang

Admin Intern (January 2026 – March 2026)

- Manage and record all daily cash inflows and outflows for the company
- Prepare quotes for air conditioning (AC) maintenance and repair services for customers
- Regularly monitor the progress of technicians in the field to verify whether jobs have been completed or are still in progress.
- Development of a static company profile website
- Develop an internal Laravel-based cash flow system to automate the recording of incoming and outgoing funds in real time.

### PT Astro Technologies Indonesia – Tomang, West Jakarta

Customer Care Unit (August 2024 - March 2026)

- Manage the live chat service to handle customer complaints and inquiries, and systematically document each interaction according to issue category.
- Work closely with the shipping provider (3PL) to resolve delivery issues and ensure orders reach customers.
- Follow up via phone calls to provide updates on issues and take a personalized approach with customers who have left negative reviews to maintain their satisfaction.

### Xinchuan Telecom – Puri Kembangan, West Jakarta

Customer Service (May 2023 - April 2024)

- Responsible for promptly addressing customer inquiries and complaints across various social media platforms (Line, Instagram, Facebook).
- Accurately manage all customer transactions and orders using the Warehouse Management System (WMS).

## ACHIEVEMENTS

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- Successfully developed and deployed the official company profile website for CV Sinar Yafiq Kamil Teknik using Vue.js, delivering a fully responsive and publicly accessible platform to enhance the company's digital presence.

## EDUCATION

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### TELKOM UNIVERSITY JAKARTA (2022 - NOW)

S1 Information System - IPK : 3,30

### SMK TELKOM JAKARTA (2019 - 2022)

Software Engineering - Avarage Score : 85,29

## CERTIFICATE

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- *Programming and Software Development (BNSP) expired 2025 – 2028*
- *Data Analyst (Digitalskillarea)*
- *Bootcamp Data Analyst (Specialskill)*

## SKILL

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- *Microsoft Excel*
- *WebDevelopment*
- *DeployHosting*
- Quick to learn new things
- adaptable