KEZIA SITUMORANG

DATA OPERATIONS & PRODUCT QUALITY ANALYST

West Jakarta, Jakarta, Indonesia | 0859-9491-9617 | ziastmg@gmail.com
linkedin.com/in/kezia-situmorang | github.com/ziaastmg-acc | kezia-portfolio.web.app

SUMMARY

Data Operations Analyst with 3+ years of experience in CRM ticketing, data cleaning, SLA monitoring, and executive reporting for Microsoft business applications. Information Systems student building Flutter and Firebase apps with AI integration. Top 10 Google Student Ambassador 2026 (Batch 1).

WORK EXPERIENCE

Data Operations & Product Quality Analyst
PT. Artha Infotama **May 2023 – Present**

- Managed CRM-based ticketing for Microsoft business applications (Dynamics GP, Microsoft 365, internal application PWO), covering the full ticket lifecycle from client email to closure
- Processed and validated 700+ tickets weekly and coordinated ticket distribution among support consultants
- Performed data extraction, cleaning, and analysis to monitor response time and SLA compliance
- Produced weekly performance reports presented to management and executive level, including the CEO
- Managed deployment documentation (Form Request, UAT Script, Low Level Document, SAR, PUF) and internal/client approvals
- Followed up with internal PICs and joined client-facing meetings to prevent service delays

IT Support Intern
PT Yapindo Jaya Abadi **Jan 2021 – Mar 2021**

- Tested and validated educational mobile apps across Android, iOS, tablet, and macOS, documenting UI issues and bugs for the development team
- Customized UI elements (logos, icons, titles) for multiple app variants by adapting the existing codebase
- Assisted in app uploads to Google Play Store and Apple App Store

LEADERSHIP & ACHIEVEMENTS

Google Student Ambassador – Batch 1 **2026**

- Selected out of 81,000+ applicants nationwide
- Ranked Top 10 out of 2,000 Batch 1 ambassadors through multi-stage selection (Top 500, Top 50, Top 40, Top 10)
- Invited as a speaker representing GSA Batch 1 at the GSA Batch 2 Inauguration talkshow, alongside a Googler and Puteri Indonesia (Friends of Google), attended by 2,000 participants

PROJECTS

Speakify – AI-Powered Public Speaking & Interview Practice Platform (Ongoing)
Academic Project Work – Flutter, Firebase, Groq (Whisper & Llama 3)

- Built an Android app and a Flutter Web dashboard from one codebase for SMK students, staff, counselors, and principals
- Integrated open-source LLMs via Groq for speech-to-text and analysis, scoring practice across four dimensions with rubric-based feedback
- Implemented Firebase Auth, Firestore, and Storage with role-based, multi-school security rules
- Piloted with SMK Bina Mandiri Depok as the first partner school; project proposal approved without revision

Web Application – Mini Bank System *(Vocational School Final Project)*

- Built a CodeIgniter (PHP) banking app with transactions, user roles, and reporting; assessed by an external certification body

EDUCATION

Pamulang University – Bachelor of Information Systems **Expected Late 2026 / Early 2027**

SKILLS

Data: SQL Server, Microsoft Excel (Pivot Table, VLOOKUP), Data Cleaning & Validation, Reporting, Microsoft Dynamics 365, CRM & Ticketing Systems
Development: Flutter (mobile & web), Firebase (Auth, Firestore, Storage), LLM Integration (Groq API), Mobile App Testing
Soft: Analytical Thinking, Communication, Public Speaking, Coordination & Follow-up, Time Management, Attention to Detail, Leadership

CERTIFICATION

LSP BNSP – Computer Programming Activity (2023 - 2027)
Productivity with AI Bootcamp – Badan Ekraf Digital Talent (BDT) x Dicoding Indonesia (May 2026)
Artificial Intelligence & Machine Learning Specialization – Pijak x IBM SkillsBuild x Dicoding Indonesia (2026)