

Fikrotun Najichah

+62 822-7890-5387 | fikohjob@gmail.com | portfolio-fikroo.vercel.app
linkedin.com/in/fikrotun-najichah/ | Bengkalis Regency, Riau



SUMMARY

A Software Engineering graduate with experience in media production, customer service operations, and corporate website development. Skilled in visual material creation, document management, and project administrative support. Proven in handling document management, financial administration, cash handling and reconciliation, event coordination, and official documentation. Equipped with foundational web development, video editing, office tools, and strong collaboration, leadership, and time-management abilities. Ready to contribute with accuracy, professionalism, and solid technical skills.

KEY COMPETENCIES

Web Development

Social Media Management

Microsoft Office

Financial Administration

Attention to Detail

Content Strategy Development

Strong Communications &

interpersonal Skills

Basic UI/UX Design

Leadership

Video Editing

Cash Handling & Reconciliation

PROFESSIONAL EXPERIENCE

Pondok Ikan Bakar New Normal

Sep 2025 - Present

Cashier

- Handle customer payment processes, including cash, digital payments, and order verification to ensure accurate transaction records.
- Maintain daily revenue reports and ensure all income aligns with total customer orders and receipts.
- Assist with order preparation, table reservations, and coordination between the kitchen and service team to improve workflow efficiency.
- Collaborate closely with team members to ensure orders are delivered correctly, promptly, and according to customer expectations.
- Provide friendly and professional customer service, addressing inquiries and helping maintain a positive dining experience.

PT. Safira Jaya Telekomindo

Mar – Jul 2025

Media Staff (Internship)

- Produced, edited, and uploaded video content for social media to support the company's branding and marketing communication.
- Designed and developed the company's profile website, contributing to improved corporate visibility and digital presence.
- Edited various technical operation videos showcasing technician performance, installation processes, and project documentation.
- Prepared delivery letters, project documentation, and supporting administrative materials needed for field operations.
- Created business legality documents and handled formal company paperwork to support licensing and compliance processes.
- Collaborated with cross-department teams to ensure all media materials aligned with company standards and project requirements.

Entrepreneurship Division Secretary

- Coordinated internal and external activities for the Entrepreneurship Division, ensuring all events ran smoothly and according to schedule.
 - Prepared official documents, including event proposals, activity letters, and communication materials for partners and stakeholders.
 - Managed and monitored member attendance, participation, and task completion to support overall division performance.
 - Conducted routine reviews of members' logbooks to ensure proper documentation of activities, responsibilities, and progress.
 - Provided administrative support to division leaders and contributed to organizing workshops, discussions, and entrepreneurship-related programs.
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EDUCATION

Bachelor of Applied Science Software Engineering

State Polytechnic of Bengkalis

GPA. 3.55/4.00

*Transcript & Certificate available upon request

CERTIFICATIONS, TRAININGS & SEMINARS

Junior Web Developer – 2024 Issued by *National Professional Certification Agency (BNSP)*

Practical Office Advanced – 2024 Issued by *National Professional Certification Agency (BNSP)*

Cloud Practitioner Essentials – 2023 Issued by *Dicoding*

Fundamentals of JavaScript Programming – 2023 Issued by *Dicoding*

Introduction to Java Programming – 2022 Issued by *Dicoding*

Practical Guide to Application Security Auditing Using White Box Techniques – 2023 Issued by *Inixindo*

Implications of ChatGPT and AI for Higher Education – 2023 Hosted by *PERMIKOMNAS Region II*

AI and Machine Learning in the Industry: Trends and Opportunities – 2023 Hosted by *State Polytechnic of Bengkalis*

PROJECTS

Company Profile Website – PT. Safira Jaya Telekomindo

Developed a complete company profile website to support the organization's digital presence and service information.

Link: <https://safirajayatelekomindo.site/>

Research: Website Code Quality Testing for a Modern Islamic Boarding School Using ISO 5055 Standards

Conducted an academic study evaluating website code quality based on ISO 5055 metrics, focusing on reliability, maintainability, security, and efficiency.

Publication: <https://publikasi.dinus.ac.id/technoc/article/view/12956/5491>

ORGANIZATIONAL EXPERIENCE

Master of Ceremony (MC) – Batin Alam Arts Unit

- Participated in regular weekly meetings and training sessions focused on public speaking and event hosting.
- Served as a Master of Ceremony for both formal and informal events.
- Prepared and delivered event agendas in a clear and professional manner.
- Coordinated with event committees and performers to ensure smooth event execution.