Rizka Amelia Nurazizah Johana

Operation & Administration Staff

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SUMMARY

Cum Laude graduate in Agroindustrial Technology Education from Indonesia University of Education (UPI), with a thesis on developing a Standard Operating Procedure (SOP) for hedonic testing at a food technology sensory evaluation laboratory. Currently an Operational Staff experienced in daily operations, operational administration, data processing, and periodic reporting in line with SOP, as well as handling customer inquiries and complaints in person and through digital platforms. Previously ensured products passed Quality Control (QC) and prepared production reports during an operational internship at PT Agronesia (BMC). Based in Bandung.

WORK EXPERIENCE

Operational Staff *Apr 2025 - Present*
PT Muara Logam Indonesia (I LOVE EMAS)

- Manage and monitor daily operations in line with Standard Operating Procedures (SOP), coordinating with internal teams and organizing work priorities so that operational targets are met.
- Prepare daily, weekly, and monthly operational reports and maintain operational administration as input for management monitoring and decision-making.
- Monitor operational needs, coordinate the availability of facilities, equipment, and supplies with relevant parties, and follow up on process issues with solutions.
- Serve customers in person and through digital platforms, handling inquiries and complaints as part of efforts to improve the Customer Satisfaction Score (CSAT).
- Manage digital promotion and social media, covering content planning, publication scheduling, production coordination, and content performance evaluation, to increase customer engagement and brand visibility.

Operational Staff (Internship) *Oct 2023 - Jan 2024*
PT Agronesia Unit Bandoengsche Melk Centrale (BMC)

- Ensured all products passed Quality Control (QC) and met quality standards before distribution.
- Prepared accurate and timely production reports as a basis for evaluation and decision-making.
- Monitored operational processes to ensure they ran smoothly according to established standards.
- Collaborated with various divisions to maintain work efficiency and contributed ideas to improve operational strategies.

EDUCATION

Indonesia University of Education (UPI), Bandung, Indonesia *Sep 2020 - Jan 2025*
Bachelor of Agroindustrial Technology Education, Faculty of Technology and Industrial Education

- GPA: 3.49/4.00
- Honors: Cum Laude
- Thesis: Development of a Standard Operating Procedure (SOP) for Hedonic Testing at the Food Technology Sensory Evaluation Laboratory, FPTI UPI
- Teaching Practicum at SMKN 4 Garut: taught vocational students, prepared lesson plans (RPP), and evaluated student progress

FREELANCE EXPERIENCE

Professional Makeup Artist *Jan 2024 - Feb 2025*
Freelance

- Ran an independent makeup service for weddings, photoshoots, and commercial events, tailoring each look to the client's needs.
- Planned project schedules and delegated jobs based on team members' expertise, ensuring every project ran smoothly and delivered results that met client expectations.

Model and Talent (Part-time) *Jan 2024 - Present*
Freelance

- Took on freelance model and talent roles across photoshoot, fashion, and commercial projects.
- Adapted to a wide range of photography concepts and collaborated professionally with creative teams throughout each project.

SKILLS

Operations Daily Operations Management, SOP Implementation, Operational Monitoring, Workflow Coordination, Work Scheduling

Administration & Reporting	Data Processing, Operational Reporting, Production Reporting, Documentation, Meeting Minutes, Correspondence
Quality Control & Research	Product Quality Inspection, QC Monitoring, SOP Development, Sensory Evaluation (Hedonic Testing)
Customer Service	In-Person and Digital Customer Service, Inquiry and Complaint Handling
Digital Marketing	Social Media Management, Content Planning, Content Performance Monitoring
Software	Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Google Workspace, Canva, CapCut
Languages	Indonesian (Native), English (Intermediate)

ORGANIZATIONAL EXPERIENCE

General Assembly Secretary, FPTI UPI Student Organization Board *Sep 2022 - Jan 2023*
Indonesia University of Education (UPI)

- Recorded, summarized, and documented all discussion outcomes of the Faculty Student Executive Board (BEM) General Assembly.
- Managed assembly administration and meeting minutes, ensuring smooth communication and coordination among assembly participants.

General Secretary Staff, BEM HIMAGRIN FPTI UPI *Jan 2021 - Jan 2022*
Indonesia University of Education (UPI)

- Managed the association's administration and correspondence, and documented its activities.
- Supported the General Secretary in preparing reports and meeting minutes and in coordinating internal organizational matters.

SPEAKING ENGAGEMENTS

Speaker, Grooming and Beauty Class PUTRA-PUTRI MIPA 2024 *Sep 2024*
FMIPA Universitas Padjadjaran, Jatinangor

- Invited as a speaker for the Grooming and Beauty Class of PUTRA-PUTRI MIPA 2024 at the Faculty of Mathematics and Natural Sciences, Universitas Padjadjaran, covering makeup, professional appearance, and self-confidence.
- Delivered interactive training on makeup techniques, skincare, dressing, and body language to help participants build a stronger self-image.

Speaker, “Arunikaa Class” Inspirational Class, Pancasila Student Profile Project *Jun 2024*
SMAN 1 Subang, Subang

- Served as a speaker at the Arunikaa Make Up Inspirational Class at SMAN 1 Subang, presenting makeup from professional and entrepreneurial perspectives.
- Introduced students to basic makeup techniques, current trends, and the role of makeup skills in the creative industry and entrepreneurship.

CERTIFICATION

Badan Nasional Sertifikasi Profesi (BNSP): Skilled Instructor (Instruktur Terampil) *Nov 2024*
Certificate No. 74321.2351.3.0018224.2024