

Muhamad Harfiansyah, S.Psi

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HRGA Supervisor with more than 3 years of experience in Human Resources, General Affairs, and workforce operations across retail and F&B industries. Experienced in supervising 140+ employees, managing recruitment, payroll preparation, employee relations, attendance management, and operational compliance. Proven ability to improve workforce discipline, optimize HR processes, and collaborate effectively with cross-functional teams to support business objectives.

WORK EXPERIENCES

PT. Solusi Satuan Berjalan (Jago Coffee) - Jakarta, Indonesia

HRGA Supervisor

Nov 2024 – Present

- Supervised behavioral and SOP compliance of 140+ operational staff, ensuring discipline from check-in to end-of-shift across field operations.
- Monitor and ensure the cart is operational 100% every day
- Exercised disciplinary authority including PIP issuance and reprimands, contributing to lateness reduction from 20% to <10% and improved attendance compliance from approximately 80% to above 95%.
- Successfully fulfilled weekly manpower requirements by recruiting 7–10 operational employees while maintaining hiring quality and operational readiness
- Prepared payroll data for 140+ employees every month including attendance, bonuses, deductions, and overtime components
- Conducted monthly stock opname and asset monitoring for uniforms, utensils, and operational equipment to maintain accountability.
- Coordinated cross-depot workforce issues with fellow supervisors to resolve conflicts and maintain operational stability.
- Led disciplinary investigations and workforce decisions involving attendance, misconduct, and fraud cases while ensuring compliance with company policies.
- Planned and executed employee engagement programs for more than 140 operational employees, improving team cohesion and motivation
- Collaborated with HQ to develop action plans that improved attendance and reduced absenteeism.
- Implemented process improvements by transforming manual workflows into spreadsheet-based tracking systems.

Key Achievement

- Supervised 140+ operational employees across multiple locations.
- Reduced employee lateness from 20% to below 10%.
- Improved attendance compliance through structured monitoring.
- Successfully recruited 7–10 employees weekly.
- Prepared payroll data with high accuracy.
- Implemented spreadsheet-based workforce monitoring to replace manual tracking.

CIMB Niaga - Yogyakarta, Indonesia

Jun 2024 – Sep 2024

Contact Center Officer

- Providing information to customers
- Maintaining customer data
- Inputting customer transactions
- Selling personal loans or referrals to existing and new customers
- Submitting customer complaints, input, or feedback to relevant divisions
- Carrying out tasks assigned by superiors in accordance with applicable procedures and regulations
- Improving product knowledge on the Company Portal

Raja Uduk Group - Pontianak, Indonesia

Feb 2023 - May 2024

Human Capital Supervisor

- Responsible for the recruitment and selection process for new employees in the company
- Managed payroll administration for over 100 employees with high accuracy while ensuring timely salary processing.
- Supervise and control the employee payroll process, from downloading data from the attendance machine, checking attendance, calculating overtime, to submitting salary expenses to the Finance division
- Provide employee counseling
- Conduct and control termination and exit interviews for resigned employees
- Plan, develop, and implement strategies in the field of HR management and development
- Evaluate personnel policies in accordance with applicable company regulations and control and ensure these policies are implemented effectively within the company

PT. Javan Cipta Solusi - Yogyakarta, Indonesia

Jan 2022 - Mar 2022

HR Recruitment Intern

- Coordinate HR fulfillment with the management team
- Conduct end-to-end recruitment and selection processes
- Prepare candidate recommendation reports for users and HR
- Assist in the implementation of operational HR controls
- Responsible for organizing interviews with users and HR

Komite Etik Penelitian FPSB UII - Yogyakarta, Indonesia Staff Admin - Identifying plagiarism issues - Identifying research ethics violations - Creating educational and informative content in visual form	Oct 2020 - Jan 2021
FPSB Islamic University of Indonesia - Yogyakarta, Indonesia Lecturer Assistant HRIS Assisting lecturers in explaining and applying the use of Odoo ERP software by adapting the applicable curriculum	Aug 2019 - Jan 2020
DPPAI Islamic University of Indonesia - Yogyakarta, Indonesia Muallim / Teacher Responsible for teaching and preaching fiqh as well as reading and writing the Quran for new students	Aug 2019 - Jan 2020

EDUCATION

Islamic University of Indonesia - Yogyakarta, Indonesia <i>Bachelor of Psychology, 3.06/4.00</i> - Thesis: <i>Keterikatan Kerja Dan Perilaku Inovatif Karyawan</i> - Successfully won the Best Psychology Research Measurement Tool Award held by the Islamic University of Indonesia Psychology Laboratory.	Aug 2017 – Sep 2021
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ORGANIZATIONAL EXPERIENCES

UII Ayo Mengajar – Islamic University Of Indonesia <i>Teacher & Staff</i>	Oct 2018 – Nov 2020
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SKILLS

Core HR & Workforce Competencies

- Recruitment & Selection
- Employee Relations
- Industrial Relations
- Payroll Administration
- HRIS Talenta
- Performance Management
- Attendance Management
- Employee Engagement
- Training & Development
- General Affairs
- Asset Management
- HR Reporting

Technical Skills

- HRIS Talenta
- ESB
- Internal Workforce Monitoring Portal
- Metabase
- Looker Studio
- Job Portals
- Microsoft Office
- Google Workspace
- Canva

Professional Skills

- Communication and Interpersonal Skills
- Decision-Making and Problem Solving
- Adaptability in Dynamic Operational Environments
- Analytical Thinking and Attention to Detail
- Leadership and Team Supervision