

HELMINA PURI ANGGARAHENI

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PERSONAL PROFILE

With a bachelor's degree in Information Systems, I am a solutions-oriented person with more than 3 years of experience and a basic understanding of business processes, business requirements, and software development. I am skilled in using several system development methods such as SDLC, RAD, UML, and URS to support business needs analysis and assist leaders in making decisions. I have over 5 years of experience in the e-commerce and technology industry, including leading teams, mapping user needs, and developing functional and non-functional system documentation. I am skilled in requirement gathering, business process mapping, and data analysis to support fact-based decision making. Accustomed to cross-divisional collaboration, managing product and content quality, and optimizing work procedures to align with market developments. Proficient in various analysis tools such as Draw.io, Figma, and Microsoft Office. As a fresh graduate, I am highly motivated to learn and adapt to a dynamic work environment, as well as contribute to the development of efficient and impactful business solutions.

EDUCATIONAL BACKGROUND

Bina Nusantara University

S1 Information Systems - IPK 3.51/4.00

August 2023 - August 2025

Politeknik Pos Indonesia

D3 Informatic Management - IPK 2.97/4.00

September 2015 - September 2018

WORK EXPERIENCE

PT Novell Pharmaceutical Laboratories

Business Compliance Executive

February 2026 – July 2026

- Review and analyze existing business processes to ensure effectiveness and compliance.
- Develop and maintain SOP, SOI, IK, and other procedural documents.
- Verify department work processes against established procedures and standards.
- Identify process gaps and recommend corrective and improvement actions.
- Support business process standardization and continuous improvement initiatives.
- Collaborate with cross-functional teams to ensure compliance with internal policies and regulatory requirements.
- Conduct process evaluations and provide recommendations to enhance operational efficiency.
- Ensure documentation and business practices are aligned with company quality management systems.

Business Improvement Executive

- Analyze business processes and operational issues to identify improvement opportunities aligned with business objectives.
- Gather, analyze, and document business requirements for digital transformation initiatives.
- Collaborate with cross-functional stakeholders to understand business needs and define system requirements.
- Support the planning and implementation of process improvements to enhance operational efficiency and business performance.

PT Shopee International Indonesia

Senior Analyst Content Operation

September 2019 - May 2025

- Handling user complaints and questions via live chat to ensure customer satisfaction.
- Performing product quality control (filtering, evaluation, and removal) and category management according to product details.
- Monitoring and verifying affiliate content from KOLs on social media and brand registration by sellers.
- Leading the team as team captain, monitoring weekly agent performance, compiling reports, and proposing regulatory updates and SOPs to keep up with market developments.

PT Telekomunikasi Indonesia Bandung

Junior IT (BA/TW) Intern

February 2018 - July 2018

- Assist in resolving issues within the company's systems and perform updates as required for operational needs.
- Analyze business processes and compile system requirements documentation to support application development.
- Support the system testing process and ensure that technical documentation is always up-to-date and accurate.
- Compile technical documentation for systems, products, and applications to ensure ease of maintenance.

PROJECT EXPERIENCE

Analysis and Development of Disposal Scrap Scale (DSS)

Aplikasi Waste Management Optimization

PT Astra Daihatsu Motor

March 2025 - September 2025

- Gather system requirements through in-depth interviews, focus group discussions, and direct observation of DSS users from various work divisions.
- Develop Empathy Maps, Fishbone Diagrams, and Business Process Flows to map user needs and identify the root causes of manual processes.
- Develop and validate business requirements, including pain points in transaction validation, waybills, and financial reporting processes.
- Creating functional and non-functional system specifications as the basis for prototype design and collaborating with the design team to create SDLC, Use Case, Activity, and Class Diagrams based on UML.

TECHNICAL SKILLS

- Technical Writer
- Quality Analyst
- SDLC
- UML
- SQL
- Data Entry
- Quality Control
- Analytical Skills
- Google Ads, Ganalytics
- SEO
- Microsoft Office (Word, Excel, PowerPoint)
- Draw.io
- Figma
- Canva

PERSONAL SKILLS

- Effective communication and negotiation skills.
- Disciplined, adaptable, and responsible.
- High creativity and problem-solving skills.
- Teamwork.