

Imanuella Paulina Evelyn

Lenteng Agung, South Jakarta | +6281210669960 | imanuellaevlynnn@gmail.com |
<https://linkedin.com/in/imanuella-paulina-evelyn-021284227>

PROFILE

An early career professional with a strong understanding of internal audit processes, SOPs, and internal control systems. Possesses strong analytical and problem-solving skills, with proficiency in Microsoft Office, particularly Excel. Detail-oriented, disciplined, and highly responsible, with excellent communication skills and the ability to work effectively under pressure and meet deadlines.

EDUCATION

Gunadarma University

Sept 2019 – Feb 2024

Bachelor of Computer Science, Majoring Informatics – GPA 3.39 out of 4.00

WORK EXPERIENCE

Double M (PT DMG Investment Services)

Quality Management System | Internship

Dec 2025 – Present

- Monitor and ensure monthly KPI submission across all departments
- Successfully completed internal audits for all departments and prepared internal audit reports with findings and recommendations for corrective actions
- Investigated client complaints and coordinated corrective actions with responsible PICs to ensure timely resolution and proper documentation
- Ensured all NC and complaint records were compiled and reported monthly, supporting QMS compliance and traceability
- Prepare management meeting minutes and coordinate office operational needs
- Remind managers to complete individual and team KPI submissions on a regular basis
- Schedule KPI review meetings for the QMS team with the Director

PT Moladin Digital Indonesia

CSCX Auditor | Contract

June 2025 – Aug 2025

- Assessed intern (agent) performance in phone communication based on SOP
- Identified 2% procedural non-compliance in agent communication
- Provided SOP-based corrective recommendations to improve agent compliance
- Conducted regular reviews and validations of Customer Service data (Marketplace, DeskColl, DCM–DC Mitra transfers, MoInspeksi) using Google Sheets to maintain data accuracy

Anteraja (PT Tri Adi Bersama)

Internal Audit Development | Internship

Oct 2024 – June 2025

- Revised and standardized the Internal Audit Division's SOPs in alignment with PT Adi Sarana Logistik's SOPs using Ms. Word and Ms. Visio, and officially used by Anteraja's Internal Audit Division
- Achieved 100% completion in creating anti-fraud campaigns and posters that were installed across all Anteraja operational warehouse areas (Bali Nusra, East Java, West Java, Jabo, Central Java, Kalsulampa, and Sumatra Regions)
- Evaluated and analyzed auditor performance using compliance working papers, with the results serving as the basis for auditor performance assessments for the following six months
- Updated operational data on a daily basis to support auditors data needs
- Provided Audit Assignment Letters according to the auditors audit schedules using Ms. Word
- Successfully identified and detected fraud by analyzing operational and delivery data using Ms. Excel

Gunadarma University

Student Staff Of Promotion Division | Contract

Nov 2022 – Mar 2023

- Led the promotional exhibition event and was responsible for ensuring its smooth execution

- Increased the number of registered freshmen by 10% in 2023 through promotional activities at more than 20 high schools across Jabodetabek
- Actively communicated with high school representatives to schedule visits and coordinate event logistics

Gunadarma University

Laboratory Assistant DGX | Contract

Mar 2022 – May 2022

- Consolidated and analyzed over 15 student issues daily, generating detailed reports using Google Spreadsheet
- Provided hands-on assistance during Python programming practicums, including guiding students through coding logic, debugging, and syntax correction
- Maintained and set up DGX laboratory equipment to ensure smooth practicum sessions

ORGANIZATION EXPERIENCE

Pelkat Anak GPIB Pasar Minggu

Chairperson of Pelkat Anak GPIB Pasar Minggu

July 2025 – Present

- Lead and coordinate all Pelkat Anak activities in alignment with the church's vision, mission, and programs
- Develop annual work plans and activity budgets
- Organize schedules for children's worship services, Sunday school, and major church celebrations
- Managed administrative needs, including fund request letters, room booking letters, and official event documentation

Pelkat Anak GPIB Pasar Minggu

Chairperson of the Christmas Committee

Oct 2023 – Jan 2024

- Planned and managed the project timeline to ensure each preparation stage was executed on schedule
- Led a team of 25 members and effectively delegated tasks to enhance productivity and ensure the smooth execution of all event components
- Managed the event budget, monitored expenses, and ensured cost efficiency
- Oversaw logistics including venue setup, decorations, and technical support
- Prepared post event evaluations and reports to assess outcomes and provide recommendations for future activities
- Negotiated with external vendors for event supplies and catering to achieve the best value within the allocated budget

Geranad Music

Member

July 2021 – Dec 2022

- Coordinated and organized multiple weekly events at coffee shops
- Successfully promoted Geranad Music through live performances at various coffee shops

SKILLS, TOOLS & CERTIFICATION

Skillset Internal Audit, Analytical Thinking, SOP, Audit Reporting, Detail Oriented, Communication, Problem Solving, Teamwork

Toolset Ms. Office Suite, Ms. Excel, Power Query, Google Sheets, Ms. Visio, SQL Server, MySQL, Python, Pivot Table

Certification SQL Server Project (Gunadarma University), Junior Graphic Designer (BNSP)