

JIHAN HANIFAH AZIZAH

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Industrial Engineering professional with 5 years of manufacturing experience in Quality Control, including supervisory exposure as Acting QC Supervisor. Experienced in team coordination, workload and manpower planning, training, process improvement, quality problem-solving, and cross-functional collaboration. Coordinated 6 QC analysts and trained 7 analysts while working closely with Production, QA, PPIC, Warehouse, and Purchasing. Strong analytical and problem-solving skills with an interest in production operations and continuous improvement.

Professional Experience

PT. Tunggal Idaman Abdi - Jakarta, Indonesia Jan 2023 – Present

Quality Control Raw Material Analyst

- Served as Acting QC Supervisor, coordinating daily operations and a team of 6 analysts, including workload allocation, manpower planning, task prioritization, and issue escalation.
- Planned workload and testing priorities based on urgency and available resources, contributing to 95% urgent analysis lead time.
- Coordinated with Production, PPIC, QA, Warehouse, and Purchasing to resolve operational and quality issues and support timely material availability.
- Trained and mentored 7 QC analysts on work procedures, analytical practices, and competency development.
- Supported root-cause analysis, CAPA, and process improvement for quality and operational issues.
- Managed laboratory activities, equipment readiness, documentation, and compliance to support smooth daily operations.

Quality Control Packaging Material Analyst Oct 2022 – Jan 2023

- Evaluated packaging materials and supported quality decisions to ensure materials met production requirements.
- Coordinated with Production, Warehouse, Purchasing, and QA regarding material quality issues and availability.
- Supported investigation and corrective actions for material-related issues..

Quality Control Finished Good Analyst Sep 2021 – Oct 2022

- Conducted finished product inspection and testing to ensure compliance with approved specifications.
- Coordinated with Production and QA to investigate product quality issues and support corrective actions.
- Supported timely product release through effective prioritization and cross-functional coordination..

Professional Achievements

- QC KPI Improvement | 2026:** Improved FIFO sample completion from 65% to 85% and urgent sample completion from 70% to 95% by coordinating analyst workload, testing priorities, and testing-duration analysis.
- Team Leadership | 2024 & 2026:** Acted as QC Supervisor, coordinating 6 analysts and training 7 QC analysts.
- Method Validation | 2022–2023:** Conducted analytical method validation for 3 raw materials and 3 finished products.
- Analyst Competency & Training | 2023–2024:** Developed competency and training matrices for QC analysts.

Education

Universitas Muhammadiyah Jakarta - Jakarta, Indonesia Sep 2022 - Jul 2026

Bachelor of Industrial Engineering, 3.55/4.00

Thesis: Redesign of the Quality Control Laboratory Layout in the Pharmaceutical Industry Using the CORELAP and CRAFT Methods

Internship Project: Raw Material Planning for 2 mL Vial Packaging of Product "X" at PT Tunggal Idaman Abdi

Relevant coursework: Production Systems (A), Production Planning & Control (A-), Scheduling (B), Six Sigma (A-), Facility Layout Design (A), Manufacturing Processes (A), Quality, Reliability & Maintainability (A).

Skills, Certification, and Training

CORE COMPETENCIES

Team Leadership | Workload & Manpower Planning | Production Coordination | Operational Planning | Process Improvement | Root Cause Analysis | CAPA | Cross-functional Coordination | Problem Solving | Quality Management | Workplace Layout Optimization | Manufacturing Operations

CERTIFICATIONS & TRAINING

- BNSP Competency Certification : Microbiology Analysis (2021), Sampling Analysis (2021), Electrochemical Analysis (2020), Gravimetry Analysis (2020), Volumetry Analysis (2020)
- Technical Training :Metrohm — 916 Ti-Touch Operation, Maintenance & Troubleshooting (2024), Mettler Toledo — Good Electrochemistry Practice: pH & Conductivity Meter (2024)

JIHAN HANIFAH AZIZAH

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Dear Hiring Team,

I am writing to express my interest in the Production Supervisor position at PT Mersifarma TM.

I hold a Bachelor's degree in Industrial Engineering and have 5 years of experience in pharmaceutical manufacturing, primarily in Quality Control. My experience has developed strong capabilities in team coordination, workload and manpower planning, operational prioritization, problem solving, process improvement, and cross-functional collaboration within a manufacturing environment.

In my current role at PT Tunggal Idaman Abadi, I have been entrusted to serve as Acting QC Supervisor, coordinating daily activities and a team of 6 analysts, including workload allocation, manpower planning, task prioritization, and issue escalation. I have also trained and mentored 7 QC analysts and contributed to workload planning that improved urgent analysis completion to 95%.

My role requires close coordination with Production, PPIC, QA, Warehouse, and Purchasing to resolve operational and quality issues and maintain timely material availability. I also have experience supporting root-cause analysis, CAPA, process improvement, and compliance activities within pharmaceutical manufacturing.

My Industrial Engineering background further supports my interest in production operations. I have academic knowledge in Production Systems, Production Planning and Control, Scheduling, Manufacturing Processes, Six Sigma, and Facility Layout, and applied CORELAP and CRAFT methods in my thesis to improve operational flow and workplace layout. My academic transcript confirms these areas as part of my Industrial Engineering curriculum.

While my professional experience has primarily been in Quality Control, I am interested in taking the next step into production supervision and applying my manufacturing experience, leadership exposure, analytical capabilities, and Industrial Engineering background to production operations.

I would appreciate the opportunity to discuss how my experience and capabilities could contribute to the Production team at PT Mersifarma TM.

Thank you for your consideration.

Sincerely,
Jihan Hanifah Azizah



UNIVERSITAS MUHAMMADIYAH JAKARTA

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 Kampus B: Jl. K. H. Ahmad Dahlan Cirendeu Ciputat Tangerang Selatan
 Website: umj.ac.id | email: info@umj.ac.id | Telp: +6221-7492862/7401894, +6221-4256024

TRANSKRIP SEMENTARA

Program Studi : Teknik Industri
 NPM : 22040550001
 Tempat Lahir : PADANG
 Tanggal Lahir : 25 September 2002
 Jenjang Pendidikan : Strata Satu
 Nama : JIHAN HANIFAH AZIZAH
 Tahun Masuk : 2022

NO	KODE	MATA KULIAH	NILAI	A.M	SKS	BOBOT
1	0405001	Fisika I	A-	3.70	3	11.1
2	0405002	Probabilitas	B+	3.30	2	6.6
3	0405003	Kalkulus I	A-	3.70	2	7.4
4	0405004	Pengantar Teknik Industri	A-	3.70	2	7.4
5	0405006	Kimia	B+	3.30	2	6.6
6	0405013	Programa Komputer	A-	3.70	2	7.4
7	0405014	Praktikum Programa Komputer	B+	3.30	1	3.3
8	AIK0001	AIK I (Aqidah Akhlak)	B+	3.30	2	6.6
9	UMJ0003	Bahasa Indonesia	A	4.00	2	8
10	0405007	Menggambar Teknik	B+	3.30	2	6.6
11	0405008	Kalkulus II	A-	3.70	3	11.1
12	0405009	Aljabar Linier	A	4.00	3	12
13	0405010	Statistika I	A-	3.70	2	7.4
14	0405012	Fisika II	B+	3.30	3	9.9
15	0405015	Praktikum Fisika	A	4.00	1	4
16	0405028	Material Teknik	A-	3.70	2	7.4
17	AIK0002	AIK II (Ibadah)	A-	3.70	2	7.4
18	UMJ0001	Pancasila	B	3.00	2	6
19	0405011	Mekanika Teknik	A	4.00	2	8
20	0405017	Penelitian Operasional I	B+	3.30	3	9.9
21	0405018	Ergonomi dan Perancangan Sistem Kerja I	B+	3.30	2	6.6
22	0405019	Kalkulus III	A-	3.70	3	11.1
23	0405020	Statistika II	B	3.00	3	9
24	0405021	Anatomi Fisiologi	B+	3.30	2	6.6
25	AIK0003	AIK III (Mu'amalah dan Disiplin Ilmu)	B+	3.30	2	6.6
26	UMJ0005	Kewirausahaan	A-	3.70	2	7.4
27	0405005	Pengantar Ekonomika	A-	3.70	2	7.4
28	0405016	Proses Manufaktur	A	4.00	2	8
29	0405022	Penelitian Operasional II	A-	3.70	3	11.1
30	0405023	Ergonomi dan Perancangan Sistem Kerja II	A	4.00	2	8
31	0405024	Pemodelan Sistem	B+	3.30	2	6.6
32	0405026	Perencanaan dan Pengendalian Produksi	A-	3.70	3	11.1
33	0405027	Basic Quality	B+	3.30	2	6.6
34	0405029	Praktikum Terintegrasi Industri I	B	3.00	2	6
35	AIK0004	AIK IV (Kemuhmadiyah)	A-	3.70	2	7.4
36	0405031	Simulasi Komputer	A-	3.70	3	11.1
37	0405032	Sistem Produksi	A	4.00	2	8
38	0405033	Ekonomi Teknik	B+	3.30	2	6.6

39	0405035	Analisis Biaya	B	3.00	2	6
40	0405037	Praktikum Terintegrasi Industri II	B-	2.70	2	5.4
41	0405071	Ekologi Industri	A-	3.70	2	7.4
42	0405072	Pengendalian dan Penjaminan Mutu	C	2.00	3	6
43	UMJ0002	Kewarganegaraan	B+	3.30	2	6.6
44	0405025	Perancangan dan Pengembangan Produk	A	4.00	3	12
45	0405030	Perancangan Tata Letak Fasilitas	A	4.00	3	12
46	0405034	Sistem Rantai Pasok	A-	3.70	3	11.1
47	0405038	Analisis Perancangan Perusahaan	A-	3.70	3	11.1
48	0405039	Organisasi dan Manajemen Perusahaan Industri	B+	3.30	2	6.6
49	0405040	Metodologi Penelitian	A-	3.70	2	7.4
50	0405042	Kesehatan dan Keselamatan Kerja	B	3.00	2	6
51	0405043	Psikologi Industri	A-	3.70	2	7.4
52	0405044	Analisis dan Perancangan Sistem Informasi	A-	3.70	2	7.4
53	0405045	Quality, Reliability and Maintainability	A	4.00	2	8
54	0405046	Praktikum Terintegrasi Industri III	B+	3.30	2	6.6
55	0405050	Praktikum Perancangan Sistem Industri	B	3.00	2	6
56	0405048	Kerja Praktik	A	4.00	2	8
57	0405054	Perancangan Sistem Terpadu	A	4.00	4	16
58	UMJ0004	Bahasa Inggris	B+	3.30	2	6.6
59	UMJ0006	Kuliah Kerja Nyata	A	4.00	2	8
60	0405058	Six Sigma	A-	3.70	3	11.1
61	0405060	Alat Bantu Industri	A	4.00	3	12
62	0405064	Scheduling	B	3.00	3	9

Judul Skripsi : Perancangan Ulang Tata Letak Laboratorium Quality Control Industri Farmasi Menggunakan Metode CORELAP dan CRAFT

KETERANGAN

SKS : Satuan Kredit Semester
 HM : Huruf Mutu
 AM : Angka Mutu
 M : Mutu

Jumlah SKS Yang Diambil 142
 Jumlah SKS Yang lulus 142
 Jumlah Mutu 503
 Index Prestasi Kumulatif (IPK) : 3.54

Jakarta, 18 Agustus 2026
 Dekan FT
 Fakultas Teknik

Dr. Ir. Irfan Purnawan, S.T., M.Chem.Eng., IPM.
 NIP. 20773