

NOVITA EKA NURAGUSTIN

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Bekasi, Indonesia

A detail-oriented and quality-focused professional with 6 years of experience in Quality Assurance and quality inspection within the manufacturing industry. Experienced in product inspection, customer claim handling, corrective action monitoring, audit preparation, SOP development, and quality reporting. Skilled in maintaining and controlling document distribution. Strong attention to detail, accuracy, and record management with proficiency in Microsoft Office (Microsoft Excel, Microsoft Word, and Microsoft Power Point).

Work Experiences

PT Emsonic Indonesia - Cikarang Barat, Bekasi, Indonesia

Aug 2019 - Present

Quality Assurance Inspector

- Conducted production output inspections before shipment to ensure compliance with quality standards and minimize customer complaints.
- Prepared daily, weekly, monthly, and annual inspection reports with 100% on-time submission, including trend analysis to identify recurring defects and support quality improvement.
- Managed customer claim, CAR, and NCR documentation while coordinating corrective actions with production and related departments.
- Developed and revised 20+ SOPs, work instructions, check sheets, and QA documents to standardize inspection processes and improve documentation accuracy.
- Controlled engineering drawings and verified document revisions as references for QA documentation and inspection standards.
- Managed ERP input for inspection results and maintained audit documentation to support successful internal and external audits.
- Coordinated QA administrative activities, including report preparation, working time records, and document filing to ensure organized documentation management.

Self-Employed

Jun 2022 - Jul 2025

Digital Product Reseller

- Managed digital product sales operations through social media platforms and online communication channels.
- Coordinated customer inquiries, order processing, and payment verification in a timely and professional manner.
- Developed promotional strategies and digital content to support customer engagement and sales growth.
- Maintained accurate transaction records and ensured smooth administrative processes.
- Built and maintained positive customer relationships through responsive communication and service.

Education

Universitas Pertiwi - Bekasi, Indonesia

Sep 2021 - Aug 2025

Bachelor of Accounting, 3.88/4.00

- Academic Project : Balanced Scorecard Analysis as A Performance Assessment of Food and Beverage Companies Listed on The Stock Exchange in 2020-2024

Certifications, Skills, and Achievements

- **ISO 9001:2015 Quality Management System Training Certificate/Makin Ahli** 🏆 (2026)
- **TOEFL Prediction Certification / BBC English Training Specialist** 🏆 (2024): Score 574
- **Brevet Pajak A & B Certification / Universitas Pertiwi** 🏆 (2024)
- **Hard Skills:** Microsoft Excel (VLOOKUP, HLOOKUP, Pivot Table, IF Formula), Quality Control, Audit Documentation, KPI Reporting, SOP Development, Document Control, Administrative Support, ERP System, Basic Accounting, Taxation (Brevet A & B)
- **Soft Skills:** Communication, Problem Solving, Time Management, Teamwork, Attention to Detail
- **Work Achievements** (2025): Achieved 100% production issue closure target as part of department KPI through effective problem monitoring, reporting, and cross-functional coordination