



GRINDA MERSIDA

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Jakarta, Indonesia

Human Resources professional with 5+ years of experience scaling HR operations and culture from a 10-person team to a nationwide workforce of 100+ employees and 700+ tutors. Skilled in talent acquisition strategy, HR operations, employee relations, employer branding, and organizational culture development, with a track record of building HR systems and a distinctive workplace culture from the ground up in a fast-growing company.

Work Experiences

Cetta Online Class - Jakarta

Jul 2022 - Present

Human Resources Lead

- Lead and developed a team of 6 HR staff, overseeing HR operations and strategic people initiatives across the organization.
- Lead end-to-end recruitment for tutor and corporate positions, closing up to 50 tutor and 10 employee hires monthly.
- Oversee HR operations for 100+ employees and 700+ tutors nationwide, including contracts, payroll, and employee data.
- Develop talent acquisition strategies through job platforms, partnerships, campus hiring, job fairs, and community channels.
- Analyze recruitment and HR data to identify workforce trends and improve hiring effectiveness and people decisions.
- Lead employer branding and recruitment marketing across four social media platforms to strengthen talent attraction.
- Design and manage KPI and performance management systems, including evaluations, feedback, and performance improvement.
- Develop Learning & Development and career development programs to support employee capability, growth, and retention.
- Drive 5+ employee engagement programs and 10+ corporate initiatives annually to strengthen culture and employee experience.
- Partner with leadership on workforce planning, organizational needs, compensation, and strategic people decisions.
- Develop HR policies, SOPs, and work instructions while ensuring compliance with labor regulations.
- Manage employee relations, workplace concerns, and conflict resolution across the organization.

Cetta Online Class - Jakarta

Mar 2022 - Jul 2022

Human Resources Generalist

- Managed end-to-end recruitment for tutor and corporate positions, supporting up to 20 hires monthly.
- Managed HR operations and employee lifecycle for 100+ employees.
- Processed monthly payroll and supported payroll administration.
- Managed employment contracts, including PKWT, PKWTT, internship, freelance, and partnership agreements.
- Maintained employee data, leave records, performance documentation, and offboarding processes.
- Handled employee relations, conflict resolution, and engagement initiatives.
- Ensured compliance with labor regulations, company policies, and HR documentation.
- Developed HR SOPs and work instructions to improve process standardization.
- Supported talent development and employee growth initiatives.
- Planned and executed annual company events, including budgeting, RAB preparation, and vendor coordination.
- Managed HR administration, official correspondence, and internal documentation.

Human Capital Associate Consultant - Jakarta

Mar 2021 - Feb 2022

Assist to HR Consultant

- Supported government transformation and institutional restructuring projects across multiple public sector agencies.
- Assisted in job grading and organizational design for public sector restructuring initiatives.
- Conducted in-depth research, data analysis, and literature reviews to support feasibility studies.
- Developed policy recommendations and strategic business proposals for public sector organizations.
- Managed end-to-end project administration and stakeholder communications.
- Maintained extensive documentation processes to ensure timely and accurate delivery of project milestones.
- Prepared, reviewed, and quality-assured high-stakes business proposals and technical reports.
- Ensured all deliverables complied strictly with government regulations and governance frameworks.

WWF Indonesia - Jakarta

Jul 2019 - Sep 2019

Human Capital Intern

- Provided creative edits and technical support for recruitment
- Arranged job descriptions based on terms of reference, personal prospectus, and contract

- Oversaw recruiting activities and assisted the Human Capital Supervisor in hiring employees
- Reviewed employment contracts
- Assisted the Human Capital Manager in creating children and environmental policies for company projects
- Performed general administration for the Human Capital Department
- Handled data analysis and document filing
- Analyzed and reviewed articles to support company project completion

PT. Tigaraksa Satria - Jakarta

Aug 2015 - Dec 2015

Graphic Designer & Social Media Intern

- Provided creative flyers, posters, banners, and tickets for company's seminar on a regular basis.
- Successfully created creative catalogue and presentation for Educational Department.
- Successfully spearhead social media campaign in children awareness through Facebook and Instagram.
- Maintained strong social media to keep in touch with consumer.
- Provided articles and social media contents on regular basis.

Patra Jasa Office Tower - Jakarta

Jan 2014 - Apr 2014

Assist to General Manager's Secretary Intern

- Provided administrative and clerical support to the Executive Secretary and General Manager.
- Handled meetings, mails, telephone calls, and made travel arrangement for General Services.

Education Level

Universitas Pembangunan Nasional Veteran Jakarta - Jakarta

Aug 2016 - Aug 2020

Bachelor of International Relations, 3.70/4.00

Organisational Experience

Indonesia Asian Para Games 2018 Organizing Committee (INAPGOC)

Aug 2018

Coordinator Of Volunteers

Badan Eksekutif Mahasiswa FISIP UPN Veteran Jakarta

Oct 2016 - Nov 2016

Public Relation, Publication, & Documentation - The 5th Blackbox

Skills, Achievements & Other Experience

- **Language:** Indonesian (Native), English (C1 - EFSET), French (Beginner)
- **Technical Skills:** Talent Acquisition, Employer Branding, HR Operations, Payroll, KPI & Performance Management, Employee Relations, Learning & Development, HR Analytics, HR Compliance, Workforce Planning, SOP Development
- **Soft Skills :** Strategic Thinking, Leadership, Stakeholder Management, Decision Making, Problem Solving, Negotiation, Conflict Resolution, Project Management, Analytical Thinking, Adaptability.
- **Fiction Writer & Self-Published Author:** Written and self-published five original books across multiple genres, managing the creative process from story development and manuscript writing to editing, revision, and publication. Developed strong skills in creative thinking, research, communication, attention to detail, and independent project management.