

**CITRA CLAUDIA, S.E.**  
**HR GENERALIST | HR OPERATIONS | GENERAL AFFAIRS**  
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## EXECUTIVE SUMMARY

HR Generalist with 5+ years of experience supporting recruitment, onboarding, payroll administration, attendance and leave management, BPJS administration, employee database management, and office operations. Experienced in coordinating end-to-end recruitment, maintaining HR documentation, and supporting daily operations for teams of 15–25 employees. Recently broadened expertise through a Finance & Tax internship at PT Sysmex Indonesia, strengthening finance administration, tax documentation, and cross-functional administrative capabilities.

## CORE COMPETENCIES & CERTIFICATIONS

- **Human Resources:** Recruitment & Selection, Interview Coordination, Onboarding, Payroll Administration, Attendance & Leave Administration, Employee Records, BPJS Administration, HR Documentation
- **General Affairs:** Office Administration, Vendor Coordination, Documentation Management, Petty Cash, Reimbursement, Operational Coordination
- **Finance Administration:** Invoice Processing, Financial Documentation, Tax Administration, Month-end Closing Support
- **Tools:** Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Canva
- **Languages:** Indonesian (Native), English (Fluent)

## EDUCATION

**Bachelor of Management | Universitas Methodist Indonesia** **Oct 2015 - Mei 2019**

- **Leadership & Activities:** Economic Student Association, Universitas Methodist Indonesia

## PROFESSIONAL EXPERIENCE

**Finance & Tax Intern | PT Sysmex Indonesia** **Feb 2026 - Apr 2026**

*Indonesian subsidiary of a global medical diagnostics and laboratory solutions company*

- Processed supplier invoices and supporting financial documents to facilitate accurate payment processing and maintain complete finance records.
- Assisted tax administration activities by preparing supporting documentation for VAT (PPN) and withholding tax compliance.
- Organized finance documentation and transaction records, improving document accessibility and audit readiness.
- Supported month-end closing activities by preparing supporting financial schedules and administrative documentation.

**Office Manager | PT Prudential Life Assurance** **Dec 2021 - Dec 2025**

*One of Indonesia's leading life insurance companies providing protection and financial planning services*

- Managed end-to-end recruitment by coordinating vacancy posting, candidate screening, interview scheduling, employment documentation, and onboarding to support timely hiring.
- Processed monthly payroll, attendance, leave administration, employee benefits, and reimbursement for 15–25 employees, ensuring accurate HR records and timely payroll administration.
- Coordinated day-to-day office operations for 15–25 employees, maintaining administrative workflows, operational schedules, and documentation to support uninterrupted business activities.
- Prepared monthly and annual operational expense reports, petty cash records, and reimbursement documentation, maintaining organized financial records for management reporting.

**Human Resources Development | PT Comodo Matic Decentralized** **Jan 2020 - Aug 2021**

*Technology company specializing in blockchain and digital asset solutions.*

- Maintained employee records, attendance, leave administration, and HR databases to ensure accurate personnel documentation and reporting.
- Coordinated recruitment activities including vacancy posting, candidate screening, interview scheduling, employment agreement preparation, and onboarding administration.
- Processed monthly payroll based on attendance records while maintaining payroll documentation and compliance with company procedures.
- Administered BPJS Kesehatan and BPJS Ketenagakerjaan registration, ensuring complete employee enrollment documentation.

**Business Owner | Bitefully ID****Dec 2020 - Present**

*Home-based homemade cake business specializing in made-to-order baked products.*

- Managed end-to-end business operations, overseeing customer orders, production scheduling, inventory planning, and delivery coordination for 20–40 cake boxes per day.
- Generated approximately IDR 2–5 million in weekly revenue by maintaining consistent product quality, responsive customer service, and repeat orders.
- Handled order administration, payment confirmation, inventory monitoring, and customer communication to ensure smooth daily operations.

**Management Intern | PT Bank Rakyat Indonesia****Aug 2018 - Dec 2018**

*State-owned commercial bank*

- Supported branch administrative operations by preparing documentation, maintaining operational records, and organizing filing systems.
- Assisted daily reporting and administrative activities to support efficient branch operations.