



NURHAYATUL HANIFAH

082172640456 | nurhayatulhanifah1@gmail.com | <https://linkedin.com/in/nurhayatul-hanifah>
Jakarta, Indonesia

Graduated from Bachelor degree of Biology, with a scope of study in the field of environment. Have professional experience in Learning and Development operations, Customer Satisfaction management, and monitoring, reporting, and evaluation of learning progress. Adept at organizing and streamlining workflows, delivering high-quality administrative support, and fostering strong internal communications. Career interests in learning and Development, Project Management Officer, Customer Support, and Administration Officer.

Work Experience

PT Indobit Digital Raya – Tangerang, Banten
Customer Success Intern

Jul. 2024 – Feb. 2025

- Spearheaded daily operations of multiple learning programs, achieving a 96% compliance rate on client KPIs through proactive monitoring and stakeholder coordination.
- Conducted weekly report quantitative analyses on student outcomes and mentor performance using Importance Performance Analysis (IPA), driving continuous program optimization.
- Successfully facilitated and moderated 10+ live sessions with 50+ participants each, maintaining a 100% session completion rate and enhancing participant engagement.
- Led effective communication strategies among learners, mentors, and internal teams, ensuring smooth project delivery and participant satisfaction.

Animal Ecology Laboratory – Padang, West Sumatra
Biodiversity Analyst

Sep. 2022 – Nov. 2023

- Managed project documentation and reporting for environmental analysis initiatives, enabling timely client deliverables and improved internal knowledge management.
- Served as the primary liaison for client communications, project scheduling, and field logistics, ensuring operational alignment across multiple biodiversity projects.
- Supported field data collection and analysis, contributing to successful environmental assessment reports for major clients in the palm oil industry.

Animal Ecology and Plant Taxonomy Laboratory – Andalas University, Padang
Laboratory Assistant

Jan. 2022 – Jun. 2023

- Coordinated practicum programs involving 100+ students by streamlining scheduling, documentation, and supervisor engagement processes, increasing practicum efficiency by 20%.
- Developed and standardized operational templates for project documentation, reducing administrative processing time by 30%.
- Supported the execution of conservation project activities by managing field logistics, ensuring on-time completion of project milestones.

Education Level

Andalas University – Padang, West Sumatra
Bachelor of Science in Biology

Jul. 2019 – Aug. 2023

- Successfully obtained 3.77/ 4.00 GPA and graduated with Cumlaude predicate

Organizational Experiences

BEM KM FMIPA UNAND – Padang, West Sumatra
Staff of Department Information and Communication Media

Feb. 2021 – Dec. 2021

- Managed 85% of department finances as division treasurer, developing budget plans for each management period.

- Utilized social media platforms to promote BEM KM FMIPA UNAND, creating engaging content and leading digital campaigns on Instagram @bemkmfmipaunand while collaborating with media partners.

Biology Student Association Of Andalas University – Padang, West Sumatra

Jan. 2021 – Dec. 2021

Staff of Department Information and Communication Media

- Creatively promoted HIMA BIOLOGI FMIPA UNAND by collaborating with external organizations through social media.
- Generated engaging content, led digital campaigns, and interacted with the public on social platforms, enhancing organizational visibility and outreach.

Lomba Biologi (LOBI) XIX 2022 – Padang, West Sumatra

Nov. 2021 – Mar. 2022

Coordinator of Poster Contest

- Managed end-to-end competition logistics and finances, including report submission, budgeting, and design of terms, conditions, mechanisms, and competition schedules, aligning with administrative responsibilities.
- Coordinated with a team of 7 to manage 251 poster competition participants, demonstrating effective project management and administrative skills.

Skills, Achievements & Other Experiences

Skills	Proficient in Microsoft Office Suite, including advanced Excel functions used to analyze data sets of up to 1000 entries, Google workspace, Importance Performance Analysis (IPA), along with strong proficiency in both Bahasa (Fluent), English (B1). Additionally, possess intermediate-level skills in Quantum GIS (QGIS and video editor program
Certification	Brevet Pajak A & B OHSMS Based on SMK3 PP No. 50 Tahun 2012, ISO 9001: Quality Management Systems Certified, ISO 14001: 2015 Environmental Management Systems Certified, ISO 45001: Occupational Health and Safety Management Systems Certified