

Febyana Puspita Ningrum

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ABOUT ME

I am a fresh graduate in Digital Office Management with a strong interest in administrative, secretarial, and service-oriented roles. I have experience in office administration, financial documentation, correspondence, and customer service. I am detail-oriented, well-organized, and capable of supporting daily operations while delivering professional and responsive service in a structured work environment.

EDUCATION

Universitas Airlangga| D4 Digital Office Management

IPK: 3, 73/4.0

2021 – 2025

Relevant Courses: Office Computer Applications, Human Resource Management, Organizational Behavior, Archive Management, Secretarial Practices, Business Correspondence, Project Management, Business Communication, Computerized Accounting, Occupational Safety and Health, MICE, Excellent Service, Negotiation Techniques, Leadership, Risk Management..

Publication :

- Implementation of Work-Life Balance in Improving Employee Performance at Putat Gede Village, Sukomanunggal District, Surabaya City published in Ikraith-Humaniora Journal, Vol. 9 No. 2 (July 2025) | [Artikel](#)
- QRIS in Indonesia: A Comprehensive Literature Review on Adoption, Challenges, and Opportunities,” published in Revenue: Jurnal Manajemen Bisnis Islam, Vol. 5 No. 1 (2024) | [Artikel](#)

WORK EXPERIENCE

Trofee Coffee | Operational Team

Mei 2025 – Present

Barista & Finance Administration

- Served customers and prepared beverages while maintaining excellent service quality.
- Built good communication with customers to ensure customer satisfaction and loyalty.
- Prepared and maintained 8+ weekly order spreadsheets per month (2x per week) to track procurement activities.
- Recorded and monitored 30+ daily revenue entries per month, ensuring accurate sales and cash flow reporting.
- Created and managed monthly shift schedules for a team of 20+ members, ensuring fair and efficient work allocation.
- Compiled and submitted 2+ monthly reports covering finance and administration since August 2025.
- Documented 4+ meeting minutes per month from weekly meetings, supporting clear follow-up actions.
- Acted as liaison with suppliers, managing 10+ purchase orders (PO) for raw materials per month and ensuring timely delivery.
- Managed payroll for 20+ employees, including attendance records and salary calculations, ensuring accuracy and timeliness.

PT Kereta Api Indonesia | Non-Transportation Commercialization

Agustus – Desember 2024

Intern

- Processed over 100+ contract documents
- Archived and recorded 200+ contract for documentation needs
- Composed 10+ contents plans for Instagram digital communication
- Designed promotional materials and station naming rights proposals

MSIB Batch 5 | Department of Population and Civil Registration

Agustus – Desember 2023

Administration Service Intern

- Assisted the public in the registration and issuance of civil documents for 500+ records.
- Managed and updated the civil registration system for 500+ documents.
- Completed the KALIMASADA survey in 6 RT areas with 500+ data entries.
- Organized and maintained civil documents efficiently, handling 3+ documents daily.

Internship

- Organized annual and weekly events involving both external and internal parties.
- Ensured the availability of equipment 20+ for weekly tenant incubation events.
- Managed documentation and social media content for 2+ events.
- Completed over 3+ meeting minutes for zoom meeting activities.

ORGANIZATIONAL EXPERIENCE

Student Association of Digital Office Management

2023

Treasurer of the Department of Social and Environmental

- Managed the department's finances, including processed, prepared, and reviewed financial documents with other departments.
- Prepared 2+ financial reports and presented them to the chairman and department staff.
- Stored and managed 45+ financial documents of the organization.
- Developed and managed budget implementation.

Student Association of Office Administration

2022

Staff Member

- Evaluated event success and identified areas for improvement.
- Completed and organized 3+ departmental work programs.
- Created accountability reports for 3+ events for submission to HIMA leadership.
- Managed 5+ Project at Social, Community, and Environmental Department

CERTIFICATIONS

Administrator Profesional

National Professional Certification Agency | Validity : 2024-2026 | | [Sertifikat](#)

Office Manager

National Professional Certification Agency | Validity : 2025-2027 | [Sertifikat](#)

ADDITIONAL INFORMATION

Teknikal Skill: Administration, Archiving, Data Entry, Project Management, Microsoft Office (Word, Excel, PowerPoint), Canva, MYOB, Google Tools (Spreadsheets, Google Documents)

Soft Skill: Clear communication, discipline, teamwork, time management, and detail oriented.

Languages: Indonesia, English