

LUTHFIAH SYAHFITRI

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PROFILE

An Information Systems graduate with experience in administrative support and data management. Skilled in handling documentation, managing data, and supporting daily operations using digital tools. Possess a good working proficiency in English, particularly for understanding documents and basic communication. Detail-oriented, well-organized, and able to work efficiently in a dynamic environment.

EDUCATION

Telkom University Surabaya Oct, 2020 - Aug, 2024
Bachelor of Information System
Cumulative GPA: 3.72/4.0

WORK EXPERIENCE

PKBM Al-Addian Feb, 2025 - Feb, 2026

System & Administrative Support

- Managed and organized participant data using Microsoft Excel and Google Sheets to ensure data accuracy and accessibility.
- Handled administrative tasks including data entry, document filing, and report preparation to support daily operations.
- Developed and maintained digital forms for data collection and registration processes
- Improved data organization, resulting in more efficient workflows and reduced data errors
- Provided basic technical support to ensure smooth operational activities

Freelance 2023 - Present

Private Tutor

- Taught and guided 15+ students using tailored learning methods based on individual needs.
- Prepared learning materials and monitored student progress regularly.
- Helped improve students' understanding and academic performance.
- Developed strong communication and interpersonal skills through effective interaction with students.

Dinas Pekerjaan Umum dan Sumber Daya Air Jatim Aug, 2023 - Sept, 2023

Intern – IT Staff

- Develop a Manajemen Karyawan Kontrak website within 1 month to enhance data management efficiency.
- Created a requirements analysis document covering 15+ key features to support contract employee management.
- Prepared a 30+ page technical documentation for website administration and maintenance.
- Coordinated with 5 team members to ensure the project was completed on schedule.

Organizational Experience

Thesis “ Perancangan Arsitektur Sistem Informasi Manajemen Santri Menggunakan Pendekatan Togaf Adm Versi 9.2”

- Analyze the needs and problems of systems and business processes in the object of research.
- Designed 4 key architecture domains (business, data, application, and technology) following the TOGAF ADM 9.2 framework.
- Developed 4 implementation recommendations for system digitization aligned with the institution's vision and mission.
- Validated 20+ data points and business processes across TOGAF ADM phases to ensure accuracy.
- Produced a 40+ page IT blueprint document for the santri management information system.

Certifications

Business Processes in Human Capital Management SAP University Partnership Program	Feb, 2024
Management Data dengan MySql Cipta Karya Intelektual	July 2024
English Proficiency Test (560) Telkom University Language Center	July 2024

Skills

Hard Skills: Data Entry & Data Management, Document Filing & Record Management, Microsoft Office, Google Sheets & Google Forms, Reporting & Documentation, Basic Database Management (MySQL), Administrative Support.

Soft Skills: Attention to Detail, Communication Skills, Time Management, Teamwork & Collaboration, Problem-Solving, Adaptability.

Language:

- Indonesian (Native)
- English (Intermediate – Workplace Communication)