



Pradipta Eva T

CX Practitioner

I am an enthusiastic designer with focus and experienced in customer experience. I thrive in designing experiences that are both convenient and pleasant by utilizing human-centered design. I am a dedicated team player that can add value to develop useful designs.

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Socials

- LinkedIn: Pradipta Eva Trudiyanti
- Behance: @pradiptaet
- GitLab: @pradiptaevaa
- Figma: @pradiptakertia

Languages

- Indonesian: Native
- English: Professional working
- Chinese: Elementary

Tools

- Figma: Design, prototyping
- Miro: Brainstorm, research
- Notion: Documentation, project management

Experiences

- Telkom Indonesia** 📍 Jakarta, Indonesia
 - CX Commander** (July 2022 – Present): Lead initiatives for Telkom East Jakarta's priority customer experience management through loyalty event and end-to-end customer journey engagement.
 - CRM Specialist** (Dec 2021 – Present): Create initiatives and improvements planning for enhancing Customer Experience while managing close relationship with Telkom's priority customer.
 - Ent. Solution Engineer** (July 2021 – Nov 2021): Provide end-to-end technical support for account manager to market Telkom's digital product for enterprise customers and ensure that the product release preparation run seamlessly a customer's end.
- Yokesen Technologies** 📍 Jakarta, Indonesia
 - UI/UX Designer** (Feb 2021 – July 2021): Conduct research, meeting participants and agency's clients as well as designing and participating in the company's main projects and side projects. In addition, I had a chance to assist development team as a Product Manager in an internal app used by the company to manage HR reporting and Employee's Attendance.
- BCA SYNRGY Academy** 📍 Yogyakarta, Indonesia
 - UI/UX Design Apprentice** (Jan 2021 – July 2021): As a scholarship awardee for the program, I had a chance to manage and assist team as a Product Owner in Final Project which produced a digital banking app called Jalin App (1st winner in the Final Showcase). I also participated in the research and design process as UX Designer and Business Model Designer for the whole product and it's branding strategy.
- OL-GYM** 📍 Jakarta, Indonesia
 - UX Designer Freelance** (Jan 2021 – June 2021): Olgym, established in Indonesia in 2015, is a leading domestic sports and fitness empowerment platform. I work closely with the China's team to design the mobile app as well as do research for enhancing the UX.
- Apple Developer Academy** 📍 Jakarta, Indonesia
 - UX Research & Designer** (Mar 2020 – Dec 2020): Apple Developer Academy @Infinite learning internship program to learn collaboratively to develop native iOS Apps. With it's Challenge Based Learning & Development, I participated in designing some native iOS app during the challenges such as Joyla, NutriCal, Tasky and Wastless.

Personal Associations

- Digistar Class by Telkom Indonesia** 📍 Education & Technology
 - Mentor UI/UX Class** (July 2023 – Sep 2023): Conduct intensive mentoring session for hardskill class (UI/UX Research & Design) of Digistar Class 2023, a program by Living in Telkom to empower talented youth in Indonesia to be able to pursue their career in the technology industry.
- Markoding** 📍 Science & Technology
 - Industry Mentor** (June 2022 – Present): Mentor in 'Generasi Terampil' and 'Perempuan Inovasi' mentoring program. Hosted several mentoring sessions for sharing industrial insights in the modern job role and sharing advices and insights for the mentee's product at final project.
- Gerakan Nasional 1000 Startup Digital** 📍 Education & Startup
 - Mentor For Hustler** (Oct 2021 – July 2022): Mentoring hustlers role in a specific area of Market Research and Validation. Conducted two group mentor sessions at 1000sd regional Batam and Medan.

Training & Certifications

Google Foundations of UX Design May 2023	Enterprise Design Thinking L1 – April 2023 L2 – Nov 2023	Skilvul Mentor Intensive Training Feb 2023
Microsoft Data Analytics with Power BI Jan 2023	Digital Amoeba Front End Development Nov 2022	Somia Academy Design Research Skills Aug 2020

Skills (Passed LinkedIn Assessment or Certified)

- UX Design
- Design Research
- Pedagogy
- Data Analytics
- Design Thinking
- UI Design
- Mentoring
- Front End Development
- Agile Methodology