

JERRY SUSANTO

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CAREER HIGHLIGHTS

- Over 1 year of proven success in automating operational processes to reduce hours of manual work into minutes across large organisations like Coles and Monash University.
- A history of leading the development of high-impact internal resources that became essential for accelerating delivery and operational speed across entire organisations.
- Developed renowned systems used daily by thousands of users, including the LibGuides web system for Monash University and an online ordering system for Indomie instant noodles.

EXPERIENCE

COLES

Technical Business Analyst

MELBOURNE, VIC

Jul 2024 – Dec 2024

- Automated three operational processes using API integrations to reduce 4 hours of manual and repetitive tasks to just a few minutes.
- Enhanced Coles' internal front door portal by developing user personas and journey maps, leading to process improvements which boosted Net Promoter Score by +25.
- Established myself as a subject matter expert in the Atlassian Suite and Miro through addressing 100+ support tickets and incidents and facilitating 5 drop-in sessions.
- Integrated 25+ global delivery framework templates into Coles' collaboration platform to accelerate project delivery across the technology department.
- Spearheaded the development of an intranet resource to assist Coles' head office in selecting the most appropriate workplace tool based on tasks and needs, which drove tool alignment, efficiency and cost reductions across the organisation.

MONASH UNIVERSITY

Web Content Officer

MELBOURNE, VIC

Jan 2024 – Jul 2024

- Rebuilt the LibGuides web system for enhanced usability, accessibility and SEO, which became a renowned citing & referencing resource for Monash University that receives over 2 million unique visitors annually.
- Coordinated full project lifecycle for the Library events webpage, from initial planning, requirements gathering and stakeholder management to design, development, user testing and deployment.
- Automated administrative workflows within the Library's collaboration platform to increase operational efficiency by saving 2 hours a week.

INDOFOOD | INDOMIE

Front-End Engineer

JAKARTA, ID

Mar 2023 – May 2023

- Developed front-end of online ordering system for Indomie instant noodles which streamlined ordering process for product distributors in 90+ countries.

SKILLS

- Business Analysis
- Stakeholder Management
- Requirements Gathering
- Project Management
- Product Management
- Process Improvement
- Automation
- Agile Methodologies
- API Integration
- Web Development
- Front-End Development
- UI/UX Design
- User Testing
- Atlassian Suite

EDUCATION

MONASH UNIVERSITY

MELBOURNE, VIC

Bachelor of IT, Software Development

Jul 2023 – Present

WAM: 86

MONASH COLLEGE

JAKARTA, ID

Diploma of IT

Jul 2022 – Feb 2023

WAM: 87.5

REFEREES

COLES

Leng Be

Senior Engineering Manager

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MONASH UNIVERSITY

Eng Ung

Digital Experience Manager

eng.ung@monash.edu