# KEZIA SITUMORANG

**PRODUCT QUALITY & INTERNAL AUDITOR · FLUTTER DEVELOPER**

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## SUMMARY

Product Quality & Internal Auditor with 3+ years at an IT consultancy, auditing support tickets, SLA performance and deployment documents for Microsoft business applications. Information Systems student building Flutter and Firebase apps with AI. Top 10 Google Student Ambassador 2026 (Batch 1).

## WORK EXPERIENCE

**Product Quality & Internal Auditor** May 2023 – Present

*PT. Artha Infotama · started as Admin Support, promoted into product quality and internal audit*

- Validate 700+ CRM tickets weekly for Microsoft business applications (Dynamics GP, Microsoft 365, internal app PWO), from client email to closure
- Extract, clean and analyze ticket data with SQL Server and Excel to monitor response time and SLA compliance per application
- Produce weekly performance reports read by management up to the CEO, highlighting applications below the 90% SLA target
- Audit deployment documentation (Form Request, UAT Script, Low Level Document, SAR, PUF) and internal/client approvals before releases

**IT Support Intern** Jan 2021 – Mar 2021

*PT Yapindo Jaya Abadi*

- Tested educational apps on Android, iOS, tablet and macOS, logged UI bugs, customized app variants and helped publish to Play Store and App Store

## LEADERSHIP & ACHIEVEMENTS

**Google Student Ambassador – Batch 1** 2026

- Selected from 81,000+ applicants; ranked Top 10 of 2,000 Batch 1 ambassadors (GSA Trailblazer) through multi-stage selection
- Invited as Batch 1 speaker at the GSA Batch 2 Inauguration talkshow with a Googler and Puteri Indonesia, attended by 2,000 participants

## PROJECTS

**Speakify – AI Public Speaking & Interview Practice (Final Project, Ongoing)** Flutter · Firebase · Groq

- Android app and Flutter Web dashboard for SMK students and staff; Groq (Whisper & Llama 3) transcribes and scores four speaking dimensions
- Firebase with role-based, multi-school security rules; piloted at SMK Bina Mandiri Depok, proposal approved without revision

**Ulinnova Traceability Cloud (Ongoing)** Figma · UI/UX

- Designing a farm-to-shipment traceability dashboard for agricultural supply chains

## EDUCATION

**Universitas Pamulang – Bachelor of Information Systems** 2023 – Expected 2027

## CERTIFICATIONS

- Gemini Certified Student – Google for Education (Apr 2026, valid until 2029)
- Computer Programming Activity – LSP BNSP (2023 – 2027)
- Productivity with AI Bootcamp – Badan Ekraf Digital Talent × Dicoding Indonesia (May 2026)
- Artificial Intelligence & Machine Learning Specialization – Pijak × IBM SkillsBuild × Dicoding Indonesia (2026)

## SKILLS

**Quality & Data:** SQL Server, Excel (Pivot, VLOOKUP), data validation, SLA reporting, document audit, CRM

**Development:** Flutter (mobile & web), Firebase, LLM integration (Groq API), mobile app testing, Figma

**Soft:** Attention to detail, analytical thinking, public speaking, coordination, leadership