

NAILA AFWA FADHILAH

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Law graduate with strong foundation in legal research, drafting, and analysis, combined with experience in content creation and data-driven reporting. Skilled at producing clear, precise legal documentation, managing case files, and supporting legal teams in civil and business law. Detail-oriented and organized professional, capable of communicating complex legal information effectively.

WORK & INTERNSHIP EXPERIENCE

Viction.id (Victory Education) – **Customer Relations Officer** (*Maternity Leave Replacement*) Aug 2025 – Oct 10, 2025

- Managed customer databases and maintained accurate documentation of client interactions.
- Handled customer inquiries and complaints, providing timely solutions and follow-up support.
- Scheduled and coordinated meetings between management and customers, ensuring smooth communication flow.
- Prepared regular administrative reports including service upgrades, floating rate updates, and product sales planning.
- Assisted in onboarding new customers (7+ per cycle) while maintaining compliance with company procedures.
- Acted as a liaison between customers and management, ensuring service quality and satisfaction.

Faculty of Sharia, State Islamic University Prof. K.H. Saifuddin Zuhri – **Legal Research Assistant** Mar 2025 – Jun 2025

- Drafted structured legal and academic documentation supporting administrative proposals.
- Organized and analyzed 30+ academic sources to strengthen legal documentation.
- Provided administrative assistance to Vice Dean's office in project documentation.

Legal Aid and Consultation Center (LKBH), UIN Saizu – **Junior Legal Assistant** (*Part-Time*) Nov 2024 – Jan 2025

- Drafted and reviewed 12 legal documents, including contracts, agreements, and legal memos, to support client cases in civil matters such as inheritance, divorce, MSME business agreements, and simple contractual disputes.
- Monitored contractual obligations and ensured compliance with applicable legal requirements.
- Assisted in the formulation, implementation, and adjustment of internal policies, including client intake procedures, case documentation standards, and dispute resolution workflows.
- Handled client intake and consultations with accurate documentation to maintain compliance records.
- Maintained detailed legal files for more than 7 clients, ensuring accuracy and readiness for legal proceedings.

Good News from Indonesia (GNFI) – **Content Writer** (*Freelance*) Jan 2024 – Apr 2024

- Wrote and published 2-3 SEO-friendly articles per week, reaching an average of 15,000+ readers monthly.
- Developed monthly editorial plans covering trending national topics and positive news, ensuring consistent content output.
- Created and scheduled 20+ social media captions per month, contributing to 10–15% engagement growth across Twitter and Instagram.
- Collaborated with design and social media teams to produce 10+ infographic visuals and short videos monthly, enhancing audience reach.

Religious Court of Brebes – **Legal Intern** Jan 2024 – Feb 2024

- Managed incoming/outgoing correspondence and recorded financial reports.
- Organized hearing schedules and archived civil/family law cases.
- Assisted court staff with daily administrative procedures.

EDUCATION

State Islamic University Prof. K.H. Saifuddin Zuhri – Bachelor of Laws (Cum Laude, GPA: 3.82/4.00) Sept 2021 – Apr 2025

- Top graduate in Family Law major.
- Key Coursework: Legal Drafting, Civil Law, Civil Procedure Law, Advocacy, State Administrative Law, Criminal Procedure Law, Family Dispute Resolution.

Business Law Center Preliminary Class (*Participant*) Nov 2021 – Jan 2022

- Gained foundational knowledge in Business Law and Economic Law, focusing on legal frameworks for commercial activities.
- Applied theoretical concepts through **hands-on drafting** of contracts, non-disclosure agreements (NDAs), academic papers, and legal opinions.
- Developed strong skills in legal writing, document structuring, and practical contract analysis.

PROJECT

Moot Court Project (Criminal Law)

Dec 2023

Moot Court Project (Civil Law)

Nov 2023

ORGANIZATIONAL & COMMITTEE EXPERIENCE

Recruitment Coordinator – OpRec BLC 2024	Feb 2024
Social Media Coordinator – Business Law Center UIN SAIZU	Feb 2023 – Dec 2023
Co-Secretariat Division – Contract Drafting Workshop	Jun 2023
Public Relations Staff – Business Law Center UIN SAIZU	Feb 2022 – Dec 2022

SKILLS

Technical Skills: Document Archiving,, Presentation Tools, Legal Drafting, Legal Review, Analytical Thinking, Administrative Support, Microsoft Office, OSS (Online Single Submission).

Language Skills: Bahasa Indonesia (Native), English (Proficient).

Soft Skills: Time Management, Attention to Detail, Organizational Skills, Confidentiality, Communication, Teamwork.