



## **Elin Kusumaningsih**

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A graduate of Politeknik Negeri Jember seeking a challenging customer officer position. With experience as an admin officer at Brain Academy Center Ruangguru. Skilled in customer service, product administration, and operational support, with a strong ability to communicate effectively and build positive client relationships. Known for being data-driven, quick to learn, and adaptable in both independent and team settings. Passionate about delivering excellent customer experiences and contributing to the organization's growth through professionalism and empathy.

## **Experience**

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### **Brain Academy Center**

**Admin Officer (Contract)** – Trenggalek

July 2025 – September 2025

- Handle administration, operations, and services to support teaching and learning activities related to student and teacher services.
- Support and ensure operational learning scheduling, class distribution, and student and teacher attendance.
- Support and ensure information about learning process services. Ensure a smooth and consistent customer experience.
- Conduct marketing and sales activities through school visits or class by class outreach to achieve revenue targets.

**Sales Trainee Academy by Ruangguru (Batch 30)** – Trenggalek

May 2025 – July 2025

**Sales Trainee Academy by Ruangguru (Batch 22)** – Ponorogo

January 2025 – March 2025

- Learn about Basic Education & Sales, Product Knowledge Ruangguru, Field Sales Management & Routine, Specific Telesales routine (CRM, Campaign, Chat & Call), Roleplay
- Maintain good relationships with prospective and existing customers
- Offer solutions to educational problems faced and match them with Ruangguru products
- Follow up with Ruangguru app users to encourage subscription to paid features

**Politeknik Negeri Jember** – Jember

**Research Assistant (Internship)**

June 2023 – November 2023

- Planning and producing chitosan and nano chitosan extracted from Black Soldier Fly
- Collect and analyze research data using Excel and ImageJ software to process data visualization.
- Presenting research results and reporting laboratory work to lecturers
- Discuss weekly work plans with teammates
- Collaborate and work together during the research to achieve the set goals.

## **Education**

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**Politeknik Negeri Jember** – Jember

Bachelor of Applied In Agricultural Technology-GPA:3,8

November, 2024

Courses : Digital literacy, Interpersonal Skills, Entrepreneurship

**Future Skills FISIPOL Universitas Gadjah Mada** – Yogyakarta

Social Entrepreneurship-GPA : 4

December, 2021

Courses : Understanding Market Insight, Product and Price Strategy, Innovation Management and Building Sustainable Brand

**MAN 2 PONOROGO** – Ponorogo

Mathematics and Natural Science

May, 2020

## **Organisational Experience**

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**Coordinating Agency Pemandu LKMM POIJE** – Jember

**Material Commission**

August 2021 – August 2024

- Reviewing, standardizing, making guidelines, compiling materials and evaluating according to the standards of the Ministry of Education and Culture's LKMM.
- Prepare and test LKMM guides who guide each department.

**HMJ Agricultural Technology** – Jember

**Development of College Student**

January 2022 – December 2022

- Accommodating student resources, developing soft skills and hard skills for college students of the Department of Agricultural Technology
- Holding activities that increase students knowledge about Agricultural Technology both regionally and internationally.
- First time holding an international webinar event with speakers from 4 different countries

**IMAPRODI Food Engineering Technology – Jember  
Head of Strategic Studies Division**

March 2021 – February 2022

- Review current issues, distribute information and create discussion forums regarding internal and external issues of study program.

**Leadership and Activities**

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**INTERNATIONAL WEBINAR – Jember**

**Chairman of the Committee**

August 2022

- The first international webinar activity in the agricultural technology department
- Inviting 5 speakers from 4 different countries (Indonesia, Malaysia, Germany and the Netherlands)

**LKMM PRA-TD (Department of Agricultural Technology) – Jember**

**Vice Chairman of the Committee**

September 2022

- Organizing activities to improve self-management skills for new college students
- Participants who passed were 273

**LKMM TD (Department of Agricultural Technology) – Jember**

**Vice Chairman of the Committee**

June 2022

- Organizing activities to improve college students abilities in managing organizations and activities
- Majors with the most participants who passed LKMM TD, Total 94 participants

**LKMM PRA-TD (Information Technology Department) – Jember**

**LKMM Guide**

October 2022

- Guiding, presenting LKMM material, correcting participants assignments directly and conducting a total simulation of LKMM Pra-TD

**PEDANGPRO (Orientation for New Students in the Department of Agricultural Technology) – Jember**

**Speaker**

October 2021

- Delivering tips and tricks to become an outstanding student
- Sharing experiences in participating in the selection of outstanding students at the major and campus levels

**Funding**

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**P2MD (Program Pemberdayaan Masyarakat Desa) by Ministry of Education**

2021

Conducting community service with a program called Smart Aquaponic Implementation and Start-up Business Concept to Improve the Welfare of TPQ Al-Baitul Ma'mur in Kaliwining Village, Jember Regency with a total funding of 27 million

**PKM-KC (Program Kreativitas Mahasiswa- bidang Karsa Cipta) by Ministry of Education**

2023

Innovation based on creative thinking, logical thinking and prototype production under the program title TECNOFARM (Tomato Pesticide Detection Equipment Using pH Sensors) with a total funding of 6 million

**Awards**

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**1<sup>st</sup> Outstanding Student at Department level**, by Department of Agricultural Technology

2021

**3<sup>rd</sup> place in the Best Team for Girls Scouting Achievement Competition XVII**

**Enforcement Level**, by Universitas Brawijaya

2019

**Awardee of the Scholarship Program “Anak Gemilang” by Ruangguru and Axton Salim**

2019/2020

**Finalists in the Al-Quran Scientific Writing Competition Science and Technology Fair**, by

Universitas Airlangga

2019

**3<sup>rd</sup> Place in Girl Scout Gymnastics Volume II Scouting Competition Enforcement Level**, by

Universitas Negeri Malang

2018

**1<sup>st</sup> place in D'MOP Mathematics Olympiad**, by Universitas Muhammadiyah Ponorogo

2018

**Skills**

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**Technical Skills**

Microsoft Office (Word, Excel, Power Point), English

**Soft Skills**

Creative, Leadership, Public Speaking, Analytical, Adaptive, Communicative, and Innovative

**Certification**

Microsoft Office (UPT Competency Test Service of Politeknik Negeri Jember), New Product and Packaging Development Supervisor (BNSP), English Proficiency Test (UPT Bahasa Politeknik Negeri Jember)