Nur Fadilah
Technical Writer | UI/UX Designer | Administration IT
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SUMMARY

I graduated from informatics engineering at the Institute of Technology Adhi Tama Surabaya. I have over 2 years of experience as an administrative and technical writer. As a technical writer, I can write IT project documentation and create good designs such as web/mobile UI/UX design using Figma, Jira, and Notion as my main tools. I am looking for a position that allows me to continue developing my skills and grow as a designer or in a related field. My career goals include working with a team of UI/UX Designers, Business Analysts, Developers, and Clients to create a positive and challenging work environment. I am eager to move forward in my career development and contribute to the improvement of your company.

EDUCATION

Hacktiv8 **Jakarta, Indonesia**
Bootcamp UI UX Designer *Jan 2024 – Mar 2024*

Institut Teknologi Adhi Tama Surabaya (ITATS) **Surabaya, Indonesia**
Bachelor of Informatic Engineering (GPA 3.54/4.00) *2015 – 2019*

WORK EXPERIENCE

PT. Inovasi Teknologi Solusindo (Trustmedis) **Surabaya, Indonesia**
Technical Writer *Jan 2026 – Apr 2026*

- Develop and maintain comprehensive documentation for Trustmedis, a Hospital Management Information System (HMIS) integrated with external platforms such as BPJS, Journal ID, Accurate, and other third-party systems.
- Create user manuals and release notes documentation based on System Requirements and specifications provided by the Product Owner.
- Translate complex technical and business requirements into clear, user-friendly documentation tailored to end users.
- Collaborate closely with Engineering, Product Owners, and Customer Service teams to gather accurate product information and ensure documentation aligns with system behavior.
- Leverage AI tools to improve efficiency, consistency, and turnaround time in the documentation creation process.

PT.Graha Multi Bintang (Olympic Furniture) **Surabaya, Indonesia**
Administration IT (paid internship) *May 2024 – Aug 2024*

- Responsible for creating documentation for the Global Olympic Enterprise System (GOES) wiki, including user manuals used by all users, transitioning from the systems previously run in each division to an ERP system, GOES is a single application divided into five divisions: Production, Inventory, Purchasing, Marketing, and Accounting.
- Responsible for creating documentation using Markdown.

PT.Mitra Pinasthika Mulia (MPM Distributor) **Sidoarjo, Indonesia**
Technical Writer as NMS Division *Feb 2023 – Dec 2023*

- Work with a technical writer squad to obtain in-depth understanding of the products (application) and the documentation requirements SDLC.
- Write an easy to understand document User Requirements (UR), Specification Program (Specprog), Scenario Testing (ST), Blueprint (BP), User Manual (UM) for development guides and QA (Quality Assurance) after that create 2 Form Deployment Test and User Acceptance Test (UAT)

- Create User Interface (UI) and User Experience (UX) Design in web design and mobile apps
- Review and analyze system
- Estimate, prioritize, plan and coordinate documentation activities in jira
- Create User Persona in Confluence and help my Business Analyst (BA) to write of meetings with users
- Up to date with new tools and technologies for the documentation area and recommending new technologies that can help increase productivity to design like figma etc.

Dinas Komunikasi & Informatika Kota Surabaya **Surabaya, Indonesia**
Administration IT (division of infrastructure and technology) *Jul 2022 – Jan 2023*

- Managing all administrative work in the Department of Communication and Informatics.
- Budgeting for the Department of Communication and Informatics.
- Responsible for procurement of goods and services (e-catalog, auctions, and individual purchases).
- Documenting the arrival of procurement items and verifying if they meet the technical specifications.
- Processing procurement disbursements to the treasury of the Department of Communication and Informatics.
- Managing employee attendance.
- Issuing permission letters for all employees in the Department of Communication and Informatics.
- Coordinating with the server team, network team, CCTV team, and civil servants (ASN).
- Assisting in analysis and gathering ISO documents for potential audits, including server maintenance and application performance in the Department of Communication and Informatics.
- Negotiating to obtain the most cost-effective prices within the allocated budget for procurement needs.

PT.Mitra Pinasthika Mulia (MPM Distributor) **Sidoarjo, Indonesia**
Technical Writer as Mulia Division *May 2021 – Apr 2022*

- Work with a technical writer squad to obtain in-depth understanding of the products (application) and the documentation requirements SDLC.
- Write an easy to understand document User Requirements(UR), specification Program (Specprog), Scenario Testing (ST), Blueprint (BP), User Manual (UM) for development guides and QA (Quality Assurance)
- Create User Interface (UI) and User Experience (UX) Design in web design and mobile apps
- Review and analyze system
- Up to date with new tools and technologies for the documentation area and recommending new technologies that can help increase productivity to design like Balsamic, etc.

Dinas Kesehatan Kota Surabaya **Surabaya, Indonesia**
Administration IT (division of infrastructure and technology) *Feb 2020 – Mar 2020*

- Managing the attendance system called "Tekocak"
- Assisting with IT issues within the "Puskesmas Balas Klumprik" environment.
- Ensuring that computers function normally and operate as they should.
- Ensuring that all computers used by users are connected to the network.
- Checking if the applications used are functioning properly.
- Checking and updating the operating system and applications.
- Responsible for supporting machines such as printers, scanners, and others.
- Responsible for checking and fixing any issues with the computer network and other computer equipment.
- Responsible for managing and maintaining the attendance records of contract employees and civil servants.

Institut Teknologi Adhi Tama Surabaya **Surabaya, Indonesia**
Laboratory Assistant Software Engineering *Dec 2016 – Nov 2018*

- Provide assistance to laboratory users in setting up and configuring computers, peripherals, and software. Troubleshoot hardware and software issues promptly to ensure uninterrupted operations.
- Provide basic training to laboratory users on software applications, Databases, and best practices for OOP.
- Maintain accurate records of laboratory equipment, maintenance activities, and support requests. Prepare reports as necessary to track laboratory operations and performance.

SKILLS

Language: JavaScript
Front End: HTML & CSS
Design : Adobe Photoshop, Adobe Illustrator, Figma, Canva
Documentation: Microsoft Office, Google Docs , Notion, Jira and Confluence

PROJECTS

Calculator *Jan 2020*
personal project to fulfill the assignment of training activities with digitalent kominfo in 2020 create a calculator
Tech stack: HTML, CSS, and JavaScript

Web Responsive Apps DTS - G9 *Jan 2020*
final team project to fulfill the training group assignment with digitalent kominfo in 2020 to create a responsive web application.
Tech stack: HTML, CSS,JavaScript and Bootstrap

NMS Service Insurance *May 2023*
NMS - Service Insurance is a modification of the previous application, when users perform motorcycle service at MPM with a complete package category, they will get insurance for 1x24 hours valid after service on that day.
Tech stack: Figma, Jira , Technical Writing

TTD Digital Unit *Jun - Jul 2023*
TTD digital unit is used after the driver before sending the unit, it is necessary to do the SPG process, adding TTD digital unit is used by main dealers and dealers on the SPG menu which was previously unavailable. the current situation is that the application is only available on the web, this modification will create a digital ttd unit menu on the mobile application with the name "IFLIP".
Tech stack: Figma, Technical Writing

NMS - Electric Vehicle *Nov - Dec 2023*
NMS - Electric Vehicle (H123) EV is a new type of motorcycle honda MPM distributor, the vehicle unit is a new edition of honda motorcycle using electricity, therefore an application is needed so that sales of vehicle units can be made in H1 and EV parts in the form of chargers / batteries in H23.
Tech stack: Figma, Jira, Confluence, Technical Writing

Login & Signup Page *Jan 2024*
personal project create ui design with 2 side view login and sign up, design is available in web and mobile apps.
Tech stack: Figma

CERTIFICATIONS

Udemy
Complete Web & Mobile Designer in 2023 : UI/UX, Figma *Issued on Dec 2023*
Certificate: UC-21011e04-c9e0-4cf7-8195-96f0330bcf5a *No expiration date*

Rakamin
Rakamin Trial Class - Kickstart UI UX Design Journey *Issued on Apr 2022*
Certificate: 33640UIUX242022 *No expiration date*

Dicoding
Belajar Dasar Pemrograman Web — *Issued on May 2020*
Certificate: Dicoding — *May 2023*

Digitalent OA
HTML, CSS, Javascript program online academy digital talent scholarship 2020 — *Issued on Jan 2020*
Certificate: 0447677150-33 — *No expiration date*