

Curriculum Vitæ

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Account and project-focused professional who keeps client relationships and cross-functional initiatives on track, and delivers measurable results doing it. At NXS 360, I manage client accounts end to end, coordinating timelines and deliverables across creative, content, and production teams while using CRM systems to drive retention and ROI. At ShintaVR, I managed strategic partnership projects from first contact through delivery, generating \$10,000 in revenue from a single collaboration campaign and growing a partner community to 20 to 30 daily active users. I also co-founded and project-managed Eternals Project, the first Indonesian art-first NFT project on Solana, coordinating every stage from creative development through launch and facilitating over \$40,000 in sales. Earlier, at Exchange Art, I managed a high-volume account caseload, resolving 50 to 75 client escalations daily while maintaining top-tier CSAT scores.

Across each role, the approach has been the same: manage the account, coordinate the project, and deliver a result that's easy to point to.

Education

Bachelor of Mathematics

Udayana University

2018 – 2024

Skills

- **Account & Client Management:** Managing accounts end to end, building trusted relationships, and driving retention through CRM systems.
- **Project & Partnership Coordination:** Coordinating cross-functional teams, timelines, and deliverables across creative, product, and partner stakeholders.
- **Business Development:** Identifying and negotiating strategic partnerships that drive measurable revenue outcomes.
- **Escalation & Problem Resolution:** High-volume issue resolution and trusted-advisor support for external stakeholders.
- **CRM & MarTech:** Campaign execution, customer journey optimization, audience segmentation, and retention workflows.
- **Productivity:** Google Workspace, Canva, and collaborative project-management platforms; regular use of Claude and Gemini.
- **Languages:** Fluent in Bahasa Indonesia; strong written and spoken English.

Professional Experiences

Business Strategist

NXS 360° Digital Marketing Agency

October 2025 – Present

- Manage the end-to-end project lifecycle for client campaigns, from planning and timeline coordination through post-campaign ROI reporting.
- Own key client accounts as primary point of contact, building trusted relationships and managing expectations to drive satisfaction and retention.
- Coordinate cross-functionally with creative, content, and production teams to keep multiple concurrent projects aligned and on schedule.
- Use CRM and marketing technology to identify growth opportunities and inform data-driven retention decisions.

Operations & Customer Service

Exchange Art

October 2022 – November 2024

- Managed a high-volume account caseload for a global NFT marketplace, resolving 50 to 75 client escalations daily while maintaining top-tier CSAT scores.
- Owned complex, unresolved cases end to end, coordinating accurate handovers between engineering and global support teams.
- Monitored platform activity to proactively identify and investigate fraud, protecting account and platform integrity.

Partnership & Community Development

ShintaVR

August 2023 – August 2024

- Managed strategic partnership projects end to end, from outreach through execution, generating \$10,000 in revenue from a single collaboration campaign.
- Owned partner relationships as the key point of contact across international teams, local communities, and the Board of Directors.
- Grew and sustained a partner community to 20–30 daily active users through consistent engagement and coordinated initiatives.
- Partnered with the Product Team and Board of Directors to shape sustainable business models and go-to-market plans.
- Coordinated go-to-market activities with the Social Media & Content Specialist, aligning monthly content with partnership initiatives.

Co-Founder, Partnership & Community Development

Eternals Project & Community

September 2021 – July 2022

- Co-founded and project-managed the first Indonesian art-first NFT project on the Solana blockchain from concept through launch, facilitating over \$40,000 in sales.
- Managed relationships with artists and partner communities throughout the project lifecycle, several of whom became significant figures in the ecosystem.
- Coordinated multi-channel activations, including IRL events and Twitter Spaces collaborations, to expand reach into external communities.

Training & Certifications

Machine Learning & Data Analysis Specialization

Bangkit Academy

February 2021 – June 2021

- Completed a Machine Learning specialization through Bangkit Academy, an apprenticeship led by Google, Tokopedia, Gojek, and Traveloka.
- Built and deployed a disaster-mitigation image classification model using TensorFlow, deployed via Google Cloud Platform REST API, as part of a team capstone project.
- Performed data cleaning, exploratory analysis, and visualization using Python libraries including NumPy, Pandas, Matplotlib, and Seaborn.