

ZAIDAN ZALFAA

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PROFILE

Computer and Network Engineering graduate (SMK) with hands-on experience in customer service, online transaction handling, and order and website management for small digital businesses. Completed 500+ buyer-seller transactions as a trading middleman for an online community, and built a Python-based Telegram bot to automate order tracking. Additional background in basic IT troubleshooting (PCs, printers, and office software) from an internship. Comfortable working independently in remote, self-managed roles and communicating directly with customers and partners to resolve day-to-day issues.

WORK EXPERIENCE

Way 2 Eternal Community — Community Operations & Transactions (Part-time, Remote / Self-managed)

Nov 2025 – Present

Discord-based online trading and community platform

- Acted as a transaction middleman for a Discord-based online trading community, completing 500+ buyer-seller transactions.
- Responded to member inquiries and helped resolve disputes between buyers and sellers.
- Coordinated a partnership with Bloxistry and worked with a Shopee affiliate marketing analyst to distribute promotional vouchers.
- Recorded transaction details and tracked basic finance-related activity for the community.

[NXRDEN Store](#) — Website & Order Management (Part-time, Remote / Self-managed)

Nov 2025 – May 2026

Online Robux top-up store

- Managed daily operations of an online Robux top-up store, from order intake to delivery.
- Processed customer orders and payments, and confirmed accurate, on-time delivery.
- Responded to customer questions and resolved order or payment issues.

Seraphim Robux Store — Customer Service & Order Processing (Part-time, Remote)

Feb 2026 – Mar 2026

Online Robux top-up store

- Answered customer questions and processed daily orders for an online Robux store.
- Checked transaction details before fulfilling orders to avoid mistakes.
- Built a Python-based Telegram bot to automate order tracking, cutting down on manual reporting.

Mandalawangi Outbound — Event Facilitator

Sep 2022 – Oct 2023

Outbound training and corporate team-building events

- Guided participants through outbound and team-building activities, briefing groups and keeping sessions on schedule.
- Monitored participant safety during activities and kept event documentation and on-site logistics organized.
- Developed the [MAP OBM](#) website to serve as the company's information platform.

JP.Computindo — IT Intern (IT Team & Archive)

Mar 2022 – Jun 2023

A private company engaged in computer services, sales, and maintenance.

- Diagnosed and fixed hardware issues on office PCs, printers, and other equipment.
- Installed software and set up systems for daily office use, and provided basic technical support to staff.

ORGANIZATION EXPERIENCE

E-Sport SMKN 1 Pacet — Chairman

- Started the school's e-sports club and organized training sessions and internal tournaments.
- Coordinated team logistics for club events.

Ripple Studio — Creative Team, Editor

- Edited video and photo content for school multimedia projects and suggested content ideas.

EDUCATION

SMKN 1 Pacet — Cianjur, Indonesia

2020 – 2023

High School Diploma, Computer and Network Engineering · GPA: 3.80 / 4.00

CERTIFICATIONS

Goethe-Zertifikat (B1) — Goethe-Institut | Issued Jul 2025

TOEIC — Educational Testing Service (ETS) | Issued Aug 2022

SKILLS

Core: Customer Service · Administrative Support · Transaction Handling · Community Operations · Communication · Record Keeping

Technical: Website & Order Management · Basic Python Scripting · Telegram Bot / Automation · PC & Printer Troubleshooting · Software Installation · Video Editing

PORTFOLIO & LINKS

Personal Portfolio: zaidan.my.id | Certificate Documents: <https://linktr.ee/zaidaan> | LinkedIn: linkedin.com/in/zaidan-zalfaa-a09306291 |

GitHub: github.com/overhaulpxl