

BAGJA RIYANTO

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I have confidence and passion about working in the field such as learning and people development, training, learning design and program, human resource, administration, learning management system (LMS), education & teacher, and customer management. I am energetic, focus for detail, full of happiness, creative and adaptable to a new environment, a person dedicated to working in a highly controlled work environment.

Work Experiences

PT Extramarks Education Indonesia

Curriculum Development Expert - Fulltime

Feb – Jun 2025

The following are the responsibilities as a Curriculum Development Expert, including:

- Development Develop curriculum frameworks and Learning Objectives Flow (ATP) aligned with national education standards, corporate competency goals, and principles of differentiation, inclusivity, and competency-based learning.
- Design and produce learning materials for all grade levels, including e-books, presentations, teaching modules, lesson plans, and people worksheets.
- Create formative and summative assessments, such as multiple-choice questions, short-answer items, and performance tasks, complete with clear instructions, grading criteria, blueprints, and rubrics.
- Conduct quality control and review of learning materials and assessments to ensure accuracy, validity, reliability, and alignment with curriculum standards.
- Collaborate with academic teams and handle student inquiries via the Kelas Pintar app, while staying updated on education policies, especially the Indonesian Education Roadmap 2025–2045.

SUMA Consultation (PT Anugerah Mahir Edukasi)

Learning Designer – Freelance

Dec 2024 – July 2025

The following are the responsibilities as a Learning and Designer, including:

- Develop and design modules, learning materials, and courses based on the Indonesian National Work Competency Standards (SKKNI), ensuring alignment with industry requirements and competency-based education principles.
- Review and ensure the completeness of learning documents according to the standards
- Make assessments for training evaluation (pre-post tests, formative tests, practical activities, independent assignments, and skills demonstrations)
- Maintain organized project documentation and course folders to support smooth delivery flow, facilitate cross-team collaboration, and uphold quality assurance standards.

Sinikonsultasi – Online Working

Agust 2023 – now

Mentor and Research Consultant - Freelance

The following are the duties and responsibilities as a Mentor and Research Consultant, including:

- Create and develop teaching materials or modules, then deliver training or mentoring sessions to customers effectively.
- Coordinate with the consultation admin team for scheduling, participant management, and issue resolution.
- Plan and conduct research to design mentoring modules aligned with development needs.
- Maintain and organize the customer module database for easy tracking and reporting.
- Facilitate mentoring or teaching sessions based on customer requirements to improve skills and performance.
- Evaluate mentoring activities through customer assessments and feedback to ensure program effectiveness.

PT Paragon Technology and Innovation x Transcosmos Indonesia - Tegal, Central Java, Indonesia

Dec2022 - Jun 2023

Trainer and Development - Fulltime

The following are the duties and responsibilities as a Trainer and Development, including:

- Ensure implementation of Training & Organization Development programs run effectively and efficiently, achieving up to 95% training success rate based on evaluation results.
- Conduct Training Need Analysis (TNA) by coordinating with departments to design annual development programs aligned with business goals.
- Develop and update training modules and learning materials (hard & soft skills) that align with company culture and operational standards.
- Deliver orientation, operation (soft and har skill), and product knowledge training for new hires and existing employees, both offline and online, to ensure skill readiness.
- Facilitate coaching sessions to support employee growth, performance improvement, and readiness for promotion.
- Manage and maintain the Learning Management System (LMS) to ensure training content quality and accessibility.
- Conduct monitoring and evaluation of training programs based on performance data, assessments, and employee feedback.
- Prepare and submit weekly and monthly reports on training implementation, learning outcomes, and employee development progress to support decision-making on career advancement or promotion.

PT Ruang Raya Indonesia (Ruangguru)- Jakarta Selatan, DKI Jakarta, Indonesia

April- September 2022

Educational Content Development (Learning Designer)

Educational Content Development

- Research material and design module learning for user based on workplace culture
- Engagement development design curriculum based on policy
- Create detailed and pedagogically or module grounded lesson plans
- Ensure the quality of our content in LMS its requirements.

- Maintain project documentation and course folders for delivery flow and quality assurance.
- Collaborate with team Learning Operation include the content and production team in assuring the visual and narrative accuracy.
- Write assessments and tests explanations adjust Taxonomy Bloom's
- Research and mapping curriculum (K-13 and Independent Curriculum)

Educational Content Development x Ruangbaca (content writer Ruangguru)

- Doing research for content blog based on pedagogy adjust with customer
- Discussion mood board with scriptwriter, graphic design, dan Provide alternative stories
- Quality control script and info-graphics according to the learning material

PTTeleperformance Indonesia – Semarang, Central Java, Indonesia

PIC Customer Success Specialist (L2)

April 2021 – March 2022

- Handled and resolved customer cases in accordance with KPIs and customer management procedures to ensure a high standard of service delivery.
- Managed escalation cases from Level 1 agents, including PR/GR (high-risk) cases, and coordinated resolution with Level 3 or client-side teams.
- Conducted data scrubbing and case analysis to identify product issues, improve quality, and provide insights to the Quality Assurance and Product teams.
- Collaborated with clients through regular meetings to discuss product development, service improvements, and customer feedback trends.
- Provided assistance and guidance to Level 1 agents and team leaders in handling complex or exceptional cases.
- Ensured all customer inquiries, requests, and complaints were addressed promptly and accurately in line with company policies and SLAs.
- Identified and reported potential operational risks in the system to relevant teams, following customer management principles to prevent recurrence.

PT Pahami Cipta Edukasi (Pahamify) – Bogor, West Java, Indonesia

Dec 2020 - March 2021

Content Learning Development (Learning Design Education)

- Conduct research on theories and learning materials to ensure the content delivered is accurate, relevant, and aligned with current educational or workplace standards.
- Design and develop learning and development modules that reflect workplace culture, organizational values, and the company's competency framework or curriculum.
- Break down learning objectives into measurable learning goals and map them into structured learning paths to optimize participant understanding.
- Serve as a scriptwriter for social studies learning content, ensuring theoretical concepts are communicated clearly and engagingly.
- Edit and finalize learning videos in compliance with company guidelines and quality standards for educational media.
- Develop assessments based on HOTS (Higher Order Thinking Skills) principles to measure learning outcomes and critical thinking abilities.
- Collaborate with cross-functional teams to ensure learning content, program design, and delivery are aligned with business and organizational goals.

Background Education

Universitas Negeri Yogyakarta-Yogyakarta, DIY, Indonesia

Sept 2023 – Juli 2024

Certification Teacher Professional Program (Education, Training, and Development)

Universitas Negeri Semarang - Semarang, Central Java, Indonesia

Aug 2016 - Oct 2020

Bachelor's Degree in Social Science Education, 3.96/4.00

Experience Organization

- The staff of the Tunas Growing Community Program Manager for three months, tasked with carrying out planning, implementation and evaluation of bud growth activities. As for the events that conducted are entrepreneurship webinars and after graduate (career preparation and education) and Becomes facilitator month scholarship.
- Secretary of the Scientific Department of *English Research and Community*, Scientific organization Faculty of Social Sciences Unnes (2017-2018), in charge of recording all departmental needs good activity which relate with extra as well as intra department.
- Head Department Talent and Interest, *Bidikmisi Scholarship Community* (2017-2018), Bidikmisi community throughout Unnes, responsible for monitoring and evaluating all the thing that related with talent and interest student Bidikmisi Unnes.
- Staff Department Science Major Education IPS (2017-2018), on duty help program good job which extra related nor intra group.

Experience Leadership

- Field Work Practice Coordinator(PKL) at SMPN 3 Semarang 2019, on duty responsible for, supervising, and evaluating activities (PKL), coordinating with school and campus.
- Chairperson of the 2019 Unnes Alternative 2B KKN, in charge of overseeing all programs work for ensure walk smoothly, coordination with party village and lecturer.
- The Head of the 2019 Tegal Regency Tourism Ambassador Compensation Work Program is in charge of answer, supervise, coordination and evaluate every department for ensure walk smoothly.
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- PIC Competition Events or Program Department 2018 National Level Essays designing concept,ensure the way activity contest from pre-show until with post program.
- Founder of Kampung Literasi,one of the social communities in the field of literacy, education and education scientific. Designing events and evaluate activity or activity in community.

Skill's

Communication & Public speaking | Training and People Development | Curriculum Development | Design and Learning Program | Microsoft Office | Pedagogy and Andragogy Skill | Spreadsheets and Microsoft Excel | Administration | Design Visual | Problem solving | Event or Program Management | Multitasking | Critical thinking and Leadership | Customer Management | Teaching and Educational Content |

Experience Achievement

- Best Graduates Period 104th Universitas Negeri Semarang 2020;
- Presenter in 5th *International Seminar on Social Studies and History Education* at Universitas Pendidikan Indonesia;
- 2nd Place, Essay National on program Week Raya Education in Universitas Tanjungpura 2020, Kalimantan Barat;
- Winner Contest National Essay PHYSICAL (*Fisheries Competition Education Festival*) di Sekolah Tinggi Ilmu Perikanan 2020;
- Best Essay urban Motion 3.0 in Institut Teknologi Bandung (ITB) 2020;
- Presenter at International Conference On Environment and Sustainability Issue at Universitas Negeri Semarang 2019;
- 2nd Place, Contest Essay National HIMASUPERINDO in Universitas Patimura 2019;
- 2nd Place, Contest Essay Regional (Jawa Tengah - DIY) Creation Script Sudirman at Universitas Jendral Soedirman 2019;
- Winner *Social Masterpiece* Olympic IPS branch writing essay in Universitas Negeri Semarang 2019;
- Winner Contest Write Essay National in University Christian Indonesia Year 2019;
- 2nd Place, Contest Creation Write Scientific National ICON 6 and E-DOV FEST 3 in Universitas Riau 2019;
- 3rd Place, Student Achievers Faculty Knowledge Social Unnes Year 2018;
- Presenter at International Student Conference On Management and Business Studies at Muhammadiyah University Yogyakarta 2018;
- Winner Contest Story Inspirational in Fakultas Ilmu Sosial 2018;
- 3rd Place, Mas Ambassador Tour Regency Tegal 2018;
- 2nd Place, *Sociology And Anthropology National Essay* (SANEC) Competition in Universitas Negeri Semarang 2018;
- 2nd Place, in the Guidance and Counseling National Essay Competition at Universitas Sultan Ageng Tirtayasa 2018