

NILAM RIDHAYANI

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PROFESSIONAL SUMMARY

Resourceful Administrative Professional & Virtual Assistant with 8+ years of experience supporting organizational operations, document archiving, financial administration, and public communications. Proven track record in streamlining office workflows, managing calendars and communications, maintaining data accuracy, and coordinating with diverse stakeholders. Strong background in English Education with professional working proficiency in English, adept at utilizing digital collaboration tools like Google Workspace, MS Office, Notion, Zoom, and Google Meet.

CORE COMPETENCIES & TOOLS

- Administrative Support:** Email & Calendar Management, Executive Support, Document Archiving & Records Management, Data Entry, Meeting Scheduling, Report Preparation.
- Financial Administration:** Budget & Expense Tracking, Financial Reporting, Fund Allocation, Record Keeping.
- Communication & Digital Content:** Public Relations, Social Media Management, Digital Content Creation, Stakeholder Coordination, Customer Support.
- Software & Tools:** Google Workspace, Microsoft Office (Excel, Word, PowerPoint), Notion, Zoom, Google Meet.

PROFESSIONAL EXPERIENCE

Part-Time Administrative Officer | Makassar City Government

Sept 2017 – Present

- Oversee daily administrative operations and documentation to ensure seamless and efficient office workflows.
- Manage physical and digital filing systems while maintaining strict document accuracy and confidentiality.
- Perform routine data entry, generate analytical reports, and process official documentation using MS Office and Google Workspace.
- Coordinate communication across government officials, community members, and external organization partners.
- Prepare official correspondence, memos, and administrative records while managing competing priorities to meet deadlines.

Public Relations Officer | Bitowa Village Office, Makassar

Oct 2025 – Present

- Manage official social media accounts to increase community engagement and public awareness.
- Design and publish informative digital content highlighting government services and community initiatives.
- Plan and coordinate public information campaigns, press updates, and official announcements.
- Document community programs and respond professionally to public inquiries.

Treasurer | Community Shelter Program

Jan 2025 – Present

- Manage financial administration, budget planning, expense tracking, and disbursement procedures.
- Prepare accurate financial statements and maintain structured documentation to guarantee complete transparency.
- Coordinate fund allocation for community operational needs.

Private English Tutor | Freelance

Jan 2013 – Dec 2017

- Developed custom interactive English learning programs tailored to student goals and proficiency levels.
- Managed lesson schedules and monitored educational progress to ensure learning objectives were consistently met.

EDUCATION & CERTIFICATIONS

Bachelor of Education (S.Pd.) in English Education

Universitas Muslim Indonesia | *GPA: 3.46 / 4.00*

- Thesis: *"An analysis of teacher's pedagogical competence in teaching English for young learners"*

Certifications:

- *Introduction to Personal Branding* – University of Virginia (via Coursera)
- *First Step Korean* – Yonsei University (via Coursera)

LANGUAGES

- **Indonesian:** Native
- **English:** Professional Working Proficiency
- **Bugis:** Fluent