# Iwan Hartono

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## Objective

Proactive HR professional with broad organizational experience, passionate in Human Capital Management and Information Technology, always eager for advancement, team work environment, great networks, and the betterment of life.

## Personal

Date of Birth: 5 December 1976

Marital Status: Married

## Education

1994-2001 University of Indonesia, Faculty of Social and Political Sciences, Depok.*Bachelor of social sciences (S.Sos) degree*

## Professional Development

• 2nd Annual Talent Mobility Congress, Singapore, May 2013, organized by Keymedia

• Strategic Organizational Development, Kuala Lumpur, October 2012, organized by UNI Strategic

• Business Process Architecture and Redesign Strategy, 2011, organized by IASA - Indonesia Chapter. *Certified*

• Human Capital Management System (HCMS) Alignment, September – November 2010, organized by Dunamis. *Certified*

• Introduction to Lean Six Sigma, Jakarta, October 17, 2008, organized by Center of Operational Excellence, PT. Bank Danamon Indonesia.

• SAP HR Personnel Development Module, Jakarta, October 29 – 30, 2007, organized by Asseta International.

• SAP HR Master Data Configuration, Jakarta, September 10 – 14, 2007, organized by Asseta International.

• Hay Job Evaluation Methodology, Danamon Career Path Project, Jakarta, July 19 – 20, 2007, organized by Hay Consulting.

• Web application and database using PHP/Oracle 10 days Training, May 2007, Jakarta, organized by DDI-IT Dept. (in-house training).

• Facilitation Skills: Developing Extraordinary Facilitator Workshop, Jakarta, May 30 – June 02, 2006, organized by DDI. *Certified*

• Performance Management Specialist, Jakarta, February 23-24 2006, organized by ISDM. *Certified*

• SuccessFactors Workforce Performance Management Solutions - Partner Training, Manila - Philippines, September 2005, organized by SuccessFactors.

• Manpower Workshop 2005 - PKWT, PKWTT & Outsourcing: Legal Requirements, Format, Implementation & Consequences, Jakarta, Desember 27 – 28, 2005, organized by MUC Dev Center

• Human Resources Practitioner Program, Jakarta, September 2004 – January 2005, organized by DDI.

• Targeted Selection® Interview Workshop (DDI’s Competency Based Interviewing Methodology), Jakarta, February 2004, organized by DDI.*Certified*

• Dimension Analysis Workshop (DDI’s Competency Based Job Analysis), Jakarta, 2004, organized by DDI.*Certified*

## Exposures in Human Resources Management

• **Organization Development Head**, Bank Danamon Indonesia, May 2012 – Now

The job purpose is to provide solid and clear guidance in organization and performance management by developing valid and applicable policies, procedures, and references for all working units in Danamon in order to achieve their organization’s objectives via effective people management practices

Current activities including develop policies on employee assignment and organization structure management, develop generic role profiles, facilitating job analysis & job evaluation processes, aligning human capital management processes,continuing implementation of employee engagement survey, revitalizing corporate culture, and maintaining the periodical performance appraisal process.

• **Process Improvement Manager**, Bank Danamon Indonesia, March 2010 – May 2012

Considering the vast numbers of volume of Danamon’s employee transactions, it is considered critical to put more focus on automation as the means to improve employee services operations. Hence the Human Resources Information System (HRIS) Management (sub) Division was born. During this re-organization, BPR team was moved to this new division and renamed to Process Improvement. I was still entrusted to lead our team of business analysts, managing process improvement initiatives and provide solutions to enhance employee services operational process using SAP-HR and web based applications platforms.

Up to now, we have delivered many enhancements and support the designs and development of new systems, and their change management process such aspolicy and procedures development,user training and socialization process, application utilization review, etc.

• **Business Process Reengineering Manager**, Bank Danamon Indonesia, July 2008 – February 2010

After a couple of months being a proactive member of the Business Process Reengineering (BPR) team, I was entrusted to take the role as the manager of the BPR unit. I was responsible in managing Business Analysts in implementing process improvement initiatives and projects. I also coordinate and actively involved in the change management process of these improvement initiatives to all involved parties. This is done mostly by managing relationship with them in order to have detailed contextual information of current processes.

One of my gratifying experience as a project manager in this period is when we successfully delivered Danamon’s first employee self-service web application named Employee Connection.This initiative enabledevery Danamon’s employee to do HR related transactions electronically accross the company’s intranet, thus brought Danamon’s HR Division and it’s employee to a new digital era of interactivity.

• **Business Analyst**, Bank Danamon Indonesia, May 2008 – June 2008

Advancing my career in Danamon, I realize that the sheer size of this organization regarding the number of people, requires basic HR operational functionality to be run as efficient as possibly in order to minimize administrative burden and in return gives HR the opportunity to be more focus in its effort to be a strategic partner for Danamon. With this in mind, I took the opportunity to be a Business Analyst in HR Services Division. HR Services is a (sub) Division, which objective is to provide all personnel services to the whole Danamon employee. As a part of the Business Process Reengineering team, Business Analyst act as an internal consultant in reviewing current business process, gives recommendations and solutions, and design improvement initiatives.

• **Succession Planning Officer**, Bank Danamon Indonesia, July 2007 – April 2008

Founded in 1956, PT Bank Danamon Indonesia Tbk (Danamon) is the second largest private national bank in Indonesia. Danamon has the widest geographic distribution network compared to other Indonesian banks with 500 branches and is supported by more than 25,000 employees. Managing a vast number of people was not an easy task for Danamon’s HR Corporate Division. That is why a specific distribution of tasksand functions was needed to ensure the continuing progress of the organization. As a Succession Planning Officer, in Danamon’s HR Corporate Division, I was responsible in gathering data and provide analysis and reporting regarding succession planning management for Danamon’s senior executives, in line with Danamon’s talent management directions and strategy.

• **HR Consultant**, Daya Dimensi Indonesia, January 2006– June 2007

I have involved in various assignments for various National, and Multinational Global companies. As an HR Consultant most of the assignments focused on the developing and optimizing Human Capital Management using mainly DDI’s Competency Based perspective. (please find the details of my project involvement in DDI enclosed in the last section of this resume)

• **HR System Developer**, Daya Dimensi Indonesia, December 2004 – December 2005

Daya Dimensi Indonesia (DDI) is the representative of Development Dimensions International, a leading competency-based human resource development firm, based in the US. Established in 1998, DDI is a relatively new company. But with a remarkable progression in just a few years, the need for a strategic people management is sought to be the up most important to nourish the company growth. Accordingly the People Department was born. As an HRSystem Developer, I was assigned to the Chief of People (HR Manager), to assist the development of policies, procedures, and infrastructures needed for the daily operations of People Department.

## Other Working Experiences

### Contract Based

• Technical Editor, Graphic Designer, IT Support, and Webmaster for Jurnal ANTROPOLOGI INDONESIA from 1999-2003.

• Lecturer for Tourism Diploma Program (Program D3 Pariwisata), Faculty of Social and Political Sciences, University of Indonesia in February – May 2003.

• Creative Designer for PT. Caraka Bhayangkara (Cabindo) in August – December 1999.

• Computer graphics operator for PT. Marketing Communication Experts (Marcom X) Creative division in May – July 1999.

### Project Based

• Researcher in various topics for Laboratorium Antropologi FISIP UI in 1998 – 2003.

• Project Coordinator, in “Multicultural Education in Southeast Asian Nations: Sharing Experiences” a regional workshop which was organized by Journal Antropologi Indonesia, Department of Anthropology, Faculty of Social and Political Sciences, University of Indonesia, in collaboration with Southeast Asian Studies Regional Exchange Program (SEASREP), and The Ford Foundation, Depok, 17-19 June 2003.

• Editor for a public service advertisement (movie) project by ECHO - CARE International NTT in May 2002.

• Organizing Committee, in “Jurnal Antropologi Indonesia - International Seminars” a series of international seminars organized by Jurnal Antropologi Indonesia, held in Depok 1999, Makassar 2000, Denpasar 2002.

• Organizing Committee, “Pelatihan Karya Tulis Ilmiah Ilmu Sosial” a series of national workshops organized by Jurnal Antropologi Indonesia, held in Depok 2001, Surabaya 2002, Bandung 2002.

• Organizing Committee, “Indonesia Maritime 2000” a national seminar in March 2000

• Freelance Interviewer/Researcher in various topics and projects in 1997-2001

• Communication Media Consultant Assistant, in “*Proyek Pemberdayaan Koperasi*”, which was organized by Laboratorium Sosiologi FISIP-UI with Departemen Koperasi, in 1997.

• Freelance Interviewer/Researcher in various topics for KOMPAS daily newspaper’s Research & Development division (Pusat Penelitian Harian Kompas) in 1996-1999.

## References

Available upon requested.

## Iwan Hartono

# Project Details

## Internal Projects – Bank Danamon Indonesia

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| *Year* | *Subject* | *Descriptions* |
| 2011 | Danamon Value Network, as Project Manager *– on going* | Inititated by Danamon’s HR Corporate Culture Division, this project aims to revitalized the internalization of corporate values among Danamon’s employee. Using severalvisual communication strategy and custom developed web based social networking technology, paving the foundation to ensure sustainability in achieving the long term objective of corporate culture initiatives. |
| 2011 | Danamon Career Portal and E-recruitment, as Process Analyst *– on going* | After being postponed for almost two years, the restoration of Danamon’s career portal is now undergo. As analyst, I facilitate our recruitmentteam defining and prioritizing their requirements, assessing vendors proposals, and give analysis and recommendations of current and future processes to ensure its alignment with existing HR functions/processes. |
| 2011 | Organization Management Module for EC, as Project Manager *– on going* | Being a very dynamic organization, Danamon has a very high volume of transactions regarding organization changes and employee movement. Like other administrative processes, the availability of an automated process will enhance the efficiency of such processes specifically in terms of accuracy, validity, and speed. After months of analysis and facilitating user requirements, the final design is ready to be developed. This will be a new module based on Danamon’s ESS application (EC). Currently this initiative is still waiting for final budget approval from Danamon’s CTO. |
| 2011 | Performance Appraisal Online (PAO) Enhancements, as Process Analyst*– on going* | Danamon’s PAO is one of the remaining stand alone legacy HRIS application. Implemented in 2005, It was intended to replace paper based PA forms. Although serving its intended purpose at that time, unfortunately this application needs heavy enhancements due to semi-manual nature of its back office processes (eg. Manual data preparations for each PA period, no integration with SAP HR). As Process Analyst, I facilitate the process owner to develop enhancements designs, and ensure its implementations accordingly. The latest ongoing enhancement is the reward/compensation management functionwhich provide authorized users an integrated tools in reviewing compensation and reward adjustment related to our performance management cycle. |
| 2010 | Exit Management Module for EC, as Project Manager *– on going* | The main function of this module is to provide a more efficient way in terms of accuracy, validity, and speed to track and maintain employee termination transactions.  The final design has been submitted and is ready to be developed. This will be a new module based on Danamon’s ESS application (EC). Currently this initiative is still waiting for final budget approval from Danamon’s CTO. |
| 2010 | People Dashboard, as Process and Change Management Analyst | Using SAP BI/BO technology, Danamon’s HR Division initiated a more strategic approach ini managing and analyzing overall workforce data and information from multiple data sources accross the organization. As an analyst, I participate ini facilitating the project team to ensure the development, implementation, and change management of this initiatitive are according to its intended objective. My contributions include participating in project discussions giving analysis and recommendations, develop and review related procedures, preparing and design communication materials, etc. |
| 2010 | File Sharing Server (FSS) for HR Division, as Project Manager and Implementor | Served as a simple digital collaborative workspace and storage, FSS was implemented to improve the way HR Division’s personnel managing and transferring computer files/documents in a more efficient and secure way. |
| 2010 | Adira Quantum (AQ) SAP HR Implementation, as Process Analyst | The acquisition of Adira corporations, has made Danamon a significantly larger company, also in terms of assets and workforce. To enhance integration and the merger initiatives, it is decided AQ should migrate their existing HRIS platform to use SAP HR and replicate BDI’s personnel management processes. As Process Analyst, I help facilitate the effort by providing the necesary information regarding current BDI’s process for AQ’s reference while also gives analysis and recommendation necessary regarding their new processes to fit AQ’s unique conditions and circumstances. |
| 2009 | Time Management - Attendance Module for EC, as Project Manager | The first enhancement of EC, is the implementation of Attendance module. The main function for this module is to record self inputted attendance records, overtime claims, shift allowances, shift planning, using electronic form and automatic workflow for review process and direct integration with automated payroll payment process. The time management module is continuously improved to give maximum benefits in administrative efficiency. |
| 2008 | Employee Connection (EC), as Project Manager | As one of the biggest bank in Indonesia, Danamon has over 20,000 employee at that time. Managing the daily personnel transactions using paper-based manual processes was an unnecessary, high risk administration challenge. It was clear that in order to give more value added services to Danamon’s employee and become a more strategic counterpart for business functions, HR has to first overcome this challange. The development of an employee self-service web application named Employee Connection, has laid a significant foundation to improve HR’s administrative processes. This initiative enabled every Danamon’s employee to do HR related transactions electronically accross the company’s intranet, thus brought Danamon’s HR Division and it’s employee to a new digital era of interactivity. |
| 2008 | SAP HR – Payroll Optimization, as Project Manager | Having been using SAP HR as the core HRIS application since 2003, Bank Danamon Indonesia (BDI)’s HR Division always make sure all policy, procedures, and daily operations regarding personnel/workforce management are inline with current regulatory policy and trend. The 2008 SAP Payroll Optimization Project, is initiated and completed by HR Services Department to specifically ensure all payroll processes and transactions are in accordance to internal and national regulations. Among those are adjustment in tax calculations, major improvements for automatic calculations for abnormal employee termination cases (deceased employee, jailed, terminal illness) |

## Internal Projects - DDI

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| *Year* | *Subject* | *Descriptions* |
| 2006 | Finance Information System (FIS) Development | FIS is an information system to be used for the Finance Department. It is designed to be the hub of all other system that has been and will be developed in DDI. The main modules consist of Finance & Accounting Applications, Tax, client/vendor database, sales invoicing system, and integrated reporting system. FIS is operational as 2005 and undergoing continuous enhancement. As system analyst consultant, I facilitates vendor understanding on user requirements, and help designing functional specification of the application to ensure its integration with other system currently operational in DDI. |
| 2006 | Production Information System (PIS) Development | PIS is an information system to be used for the Production Department in DDI. It is designed to optimize and increase the accuracy of production data and reports. The main modules consist of stock inventory system, resource traffic management, and integrated reporting system. As a Project Manager and System Analyst, I coordinate the flow of the project, and designing functional specification of the system. Currently this project has finished the design phase. The development phase was scheduled for mid 2007. |
| 2006 | SuccessFactors (SF) Implementation | SF is a workforce performance management application service provider based on California, USA. SF automates performance management processes using web technology. As Project Manager and Consultant for this project, I configure SF application to accommodate DDI's requirement. I am also responsible for coordinating the change management effort in having the management and employees using the new system. Right now the system is live with 50 users registered in it. |
| 2004 | People Interactive Tools for Administration and Resourcing (PINTAR) Development | PINTAR is a information management system consisting of complex integrated modules of Human Capital Management (Recruitment, Personnel Data, Leave Record, Payroll, PHK, Timesheet, etc) and Project Management System (Resource mapping, assignment system, project reporting, etc). Developed with a team of outsourced IT consultant, using Oracle database and web (PHP) technology, the system is operationalas 2005 and undergoing continuous enhancement.  As a Project Manager and System Analyst, I coordinate the flow of the project, facilitating vendor understanding on user requirements, and designing functional specification of the system. |