



Muhammad Iqbal Susanto

Data Analysis and Visualization |
Business Intelligence

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EDUCATION



IPB University

Bachelor Degree in Science

3.78/4.00 (*Cum Laude*) - Lulusan Terbaik Program Studi Tahap II

Major : Applied Meteorology

Statistical Method | Method of Climatology | Hydrologic Analysis | Hydrometeorology
| Geographic Information System | Satellite Meteorology | Tropical Climatology

Minor : Information System

Human and Computer Interaction (UI/UX) | Algorithm and Programming | Database
(SQL) | Information System

Leadership Experiences

- Head of Creative Digital and Innovation Division (Students Association of Agrometeorology)
- Head of Publication, Design, and Documentation (Meteorology Interactive)



SKILLS & COMPETENCIES



Other Technical Skills

Have been used but rarely used recently



ArcMap

Minitab 19

R Studio



EXPERIENCE



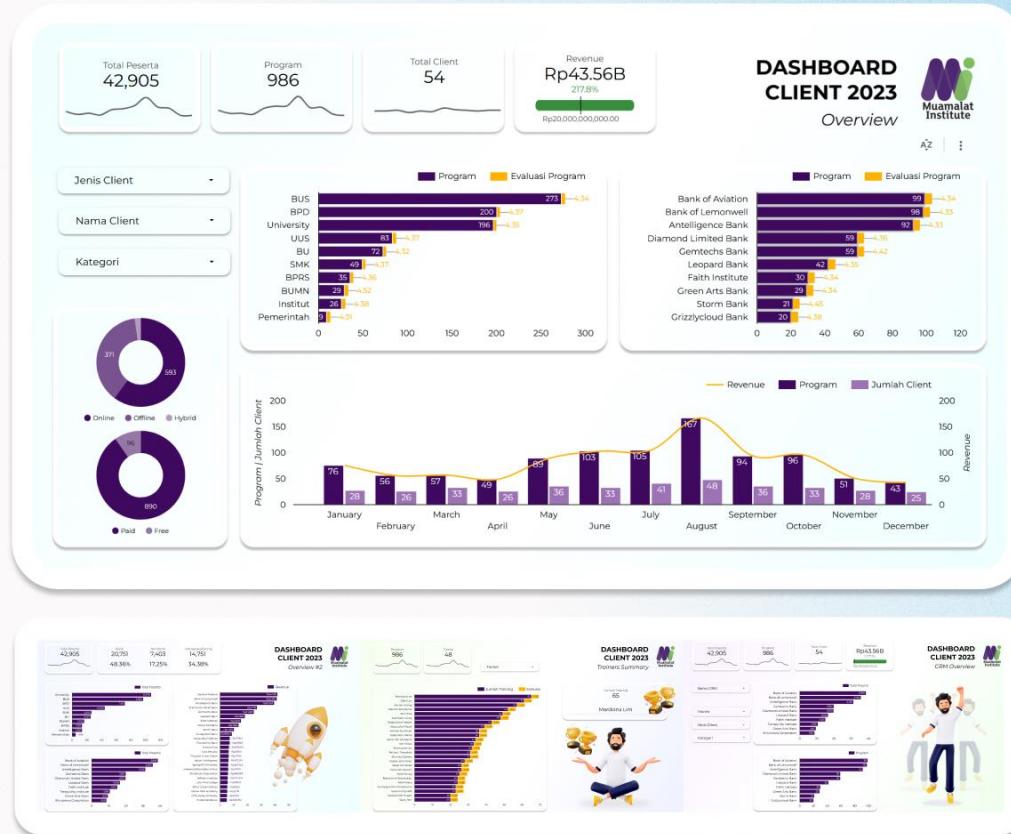
Muamalat Institute

Product Development and Data Analyst - Internship

Aug 2023 - Present

- Conducted data gathering, data scrubbing, and data analysis utilizing Microsoft Excel to support the monthly literacy report initiatives undertaken by Bank Muamalat Indonesia and the Muamalat Institute.
- Implement automated data input procedures to simplify the transformation of raw data into dashboard visuals.
- Build a dashboard based on business needs in Looker Studio and Power BI.
- Perform data cleaning, automating and analyzing client data for 2023 and creating dashboards for one-year reports.
- Develop data automation within Google Spreadsheets for the 2024 training database, enabling seamless integration with the Looker Studio dashboard.

Skills: Looker Studio · Reporting & Analysis · Microsoft Power BI · Microsoft Excel · Figma



Dashboard Data Client 2023

<https://lookerstudio.google.com/s/hVaif2zmkPA>

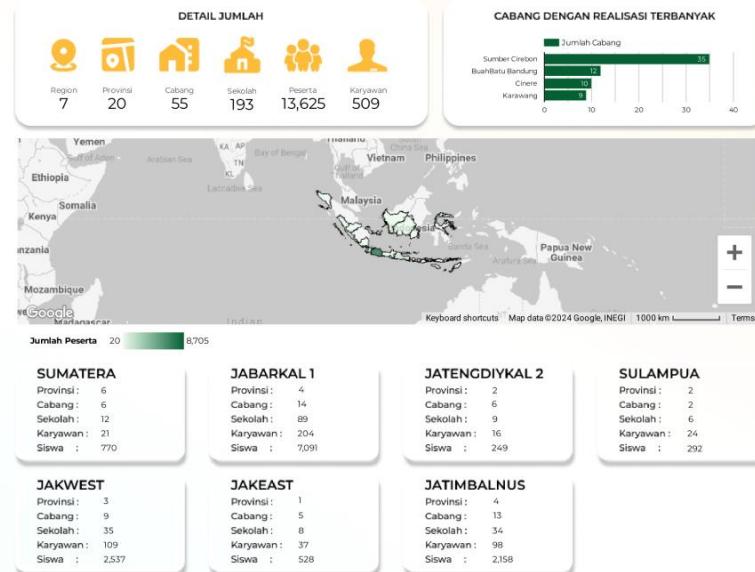
One of my assigned responsibilities involves analyzing client data for the Muamalat Institute. Given the substantial volume of clients seeking registration for training or certification, and the absence of a comprehensive dashboard, I have been tasked with developing a client data dashboard in 2023. To enhance organization and clarity, I established a database on **Google Sheets** with Data Validation. For the visual dashboard report, I employed **Looker Studio** to create an interactive and real-time display. This initiative aims to optimize the reporting process for training and certification data at Muamalat Institute.



APAKAH CABANGMU AKAN MENJADI PEMENANGNYA?

KOBARKAN
LITERASIMU
GEULIS
AWARD

*Data per 2024-01-21

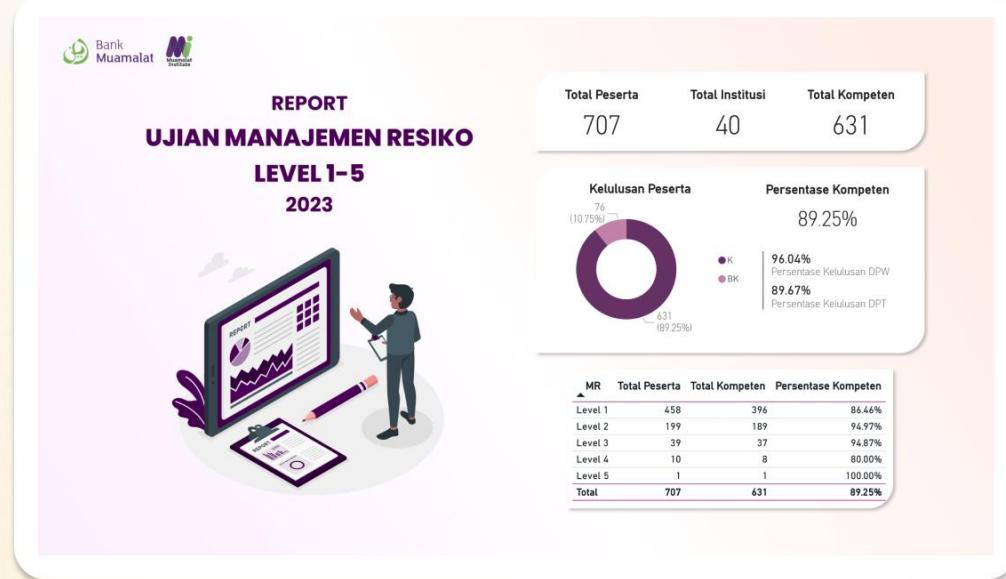


Report GEULIS

<https://lookerstudio.google.com/s/hv8Px24V8FU>

GEULIS represents to **Gerakan Literasi Keuangan Syariah**, a collaborative effort between the Muamalat Institute and Bank Muamalat Indonesia, aimed at enhancing Islamic financial literacy. An infographic was crafted for a competition event, where the branch registering the highest number of GEULIS participants would emerge as the victor. This infographic, created using **Looker Studio**, facilitates real-time reporting for the committee, automatically updating with additional data.

The information presented is comprehensive, encompassing details such as the overall number of participants, schools, employees, and branches. Notably, it includes a graph highlighting the branch with the highest realization, along with a breakdown of participants in each province. Additionally, the infographic provides insights into each region, specifying the number of registered schools, branches, and students.



Report Ujian Sertifikasi Manajemen Risiko Level 1 – 5

Created by Power BI Desktop (Offline)

As a certification exam provider, Muamalat Institute manages data for various certifications, including risk management certification. To streamline the recap and reporting of exam outcomes, a comprehensive report has been generated for the risk management certification exams spanning levels 1 through 5. The report includes essential information such as the pass rates for each certification level, individual client pass rates, the total number of participants, and the percentage of clients passing each level. This detailed breakdown facilitates a thorough analysis of certification exam results and contributes to effective reporting.

EXPERIENCE



**Bank Muamalat Indonesia x
Rakamin Academy**

Business Intelligence Analyst – Virtual Intern

Jun 2023

- One month project-based virtual internship by Bank Muamalat x Rakamin Academy.
- Finishing all various task related to the activity of Business Intelligence Analyst such as Data Preparation using Ms. Access and MySQL, Data Querying, Data Joining using SQL, Data Visualization using Ms. Excel and etc.

Skills: Business Intelligence (BI) · SQL · Data Visualization · Business Acumen · Microsoft Access · Microsoft Excel



Dashboard Project BI Analyst

<https://www.linkedin.com/feed/update/urn:li:activity:7089096511120183297/>

Throughout a period of approximately 4 weeks, with the content offered in the program's reading materials and video content, all thoughtfully prepared and delivered directly by the skilled BI Analyst team at PT Bank Muamalat Indonesia Tbk. The content not only provided valuable information but also included practical exercises and a final project. As a result of this enriching experience, I feel that I have gained an in-depth understanding and knowledge of working as a Business Intelligence (BI) Analyst. I learned about the tools commonly used in this field and, more specifically, how to apply them effectively at Bank Muamalat.

OTHER PROJECTS

Power BI Virtual Case Experience

PwC Switzerland | Forage

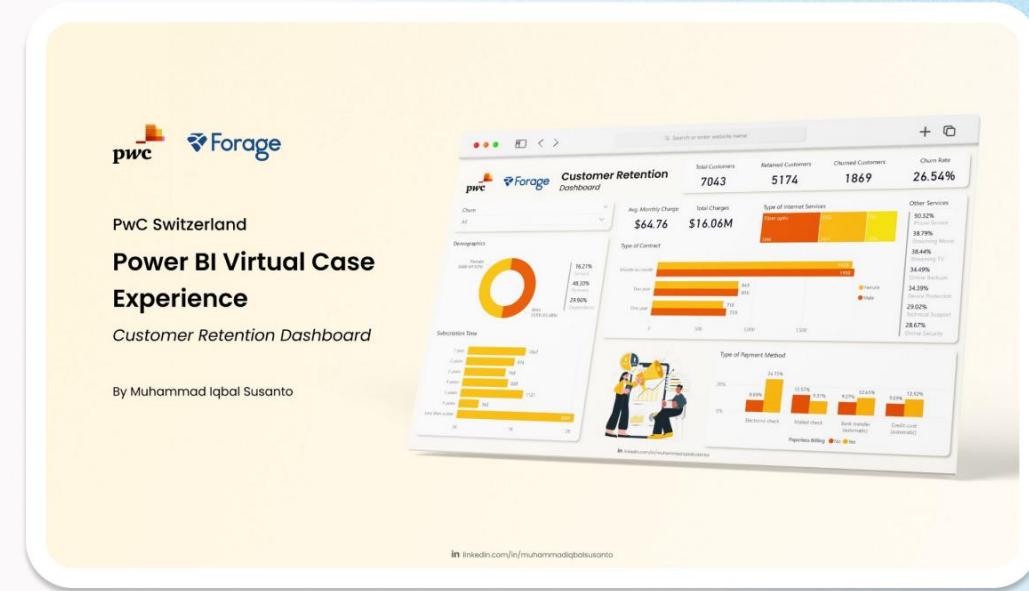


Call Centre Trends Dashboard

<https://www.linkedin.com/feed/update/urn:li:activity:7091628508367503360/>

Insights :

- During the first quarter of 2021, there were a total of 5000 calls, with 81% of them being answered successfully. However, out of those 5000 calls, only 73% (3646 calls) were resolved satisfactorily.
- The average speed answer of calls was 67.52 seconds.
- Customers dominantly gave a "Neutral" satisfaction rating, which corresponds to a 3 out of 5 rating, making it the most common rating among the feedback provided.
- Among various topics discussed by customers, "Streaming" emerged as the most frequently mentioned one.- Joe had the highest average talk duration among all agents for the "Streaming" topic.
- Martha achieved the highest satisfaction rate among all agents, with a remarkable score of 3.47.

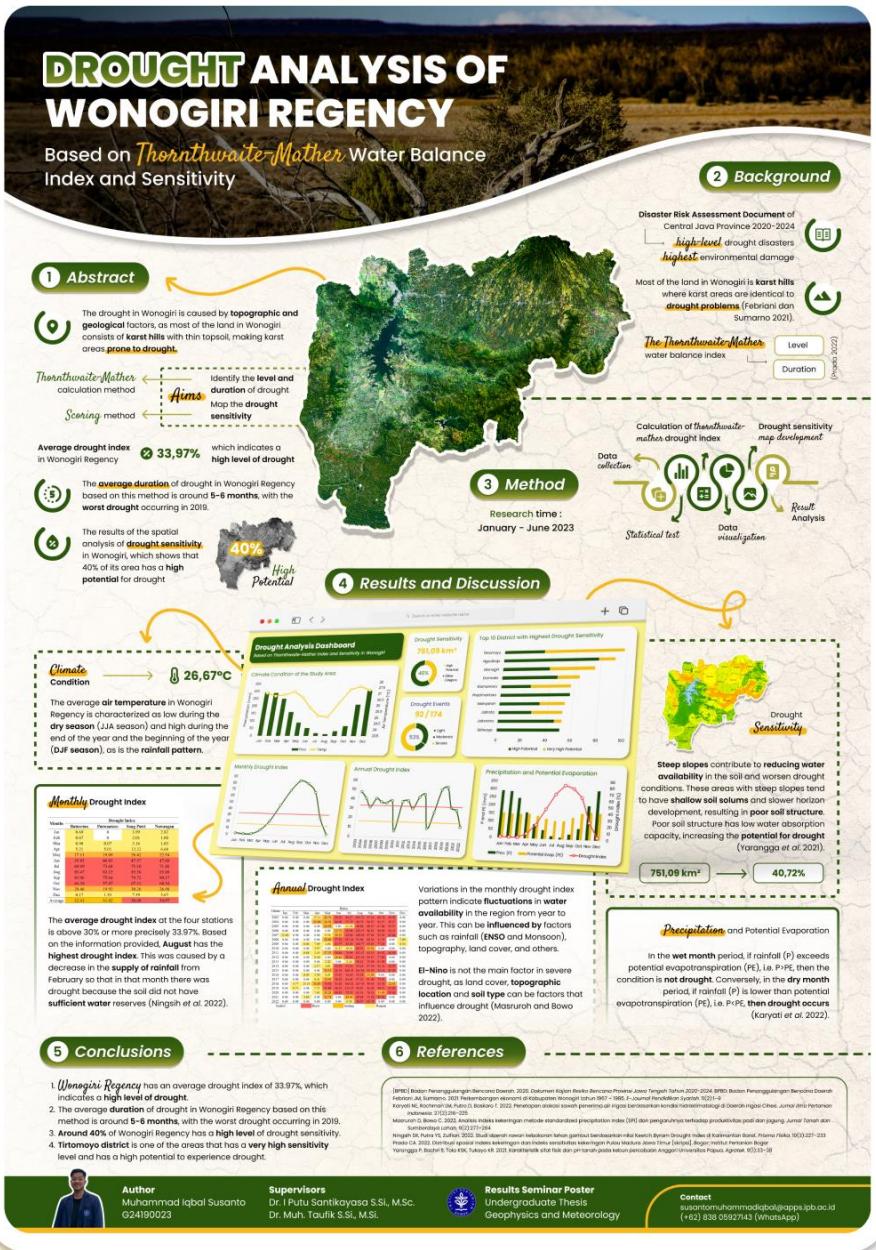


Customer Retention Dashboard

<https://www.linkedin.com/feed/update/urn:li:activity:7101529929346908160/>

Insights :

- Based on demographics, the ratio of male customers and female customers is almost balanced with a total of 7043 customers.
- 26.54% of total customers terminate business relationships or unsubscribe from the company
- Most customers have a subscription time of less than one year, with a month-to-month contract type
- Customers with a subscription time of less than one year and with a month-to-month contract tend to be churned.
- The longer the subscription time of the customer, the higher the average monthly charges



Undergraduate-Thesis Infographic Design for Result Seminar

Result Seminar Bachelor Degree – IPB University

This infographic I made based on the results of my undergraduate-thesis which is titled "Drought Analysis of Wonogiri Regency Based on Thornthwaite-Mather Water Balance Index and Sensitivity" supervised by Dr. Putu Santikayasa S.Si, M.Sc. and Dr. Mu. Taufik. S.Si, M.Si.

I was very excited when making this infographic because I was able to **combine** the abilities that I have been interested in lately. First, the **graphic design skills** that I got when I was in organization (Himagine IPB) and volunteers. At that time I was often making poster designs and infographics to fulfill the needs of the organization. The second one is the skill that I've been learning lately to **process data** using pivot table and visualize it into a **dashboard**. I created this infographic using Figma design tool, and I am happy and so proud of myself when I finished this.

Mini Project Portfolio Business Analytics with Excel

Simplilearn



E-Commerce Sales Dashboard

<https://www.linkedin.com/feed/update/urn:li:activity:7101529929346908160/>

This is my first mini project for my portfolio. This project was part of a Business Analytics with Excel course by Simplilearn. It involved processing over 50,000 rows and 21 columns of data, using tools such as Microsoft Excel to process the data and create a dashboard, as well as **Adobe Photoshop** and **Figma** to design mockups. During the course, I learned how to read business situations to process and analyze data, resulting in easily understandable visualizations such as the dashboard I created. What's more, my background in graphic design from my involvement in organizations proved to be an asset in this learning process.

Thank You.



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