

# Kristianto

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## About Me

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As a Data Analyst with 2 years of experience in the employee benefits sector at Cipta Integra Duta, I have successfully increased operational efficiency by 20% and customer engagement by 25%. My expertise in SQL enables me to access and retrieve data from complex databases. Additionally, I have a strong foundation in data visualization techniques, including the use of Tableau and Power BI, which allows me to present complex data in a clear and informative manner. Holding a professional certification in the insurance field further enriches my understanding of data analysis in the employee benefits sector, assisting stakeholders in making informed decisions. I am eager to apply my data analysis skills to help organizations achieve their business goals and create innovative solutions that make a positive impact.

## Working Experiences

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### Assistant Manager Data Analyst, CIPTA INTEGRAL DUTA (Full Time)

Aug 2022 - Present

Cipta Integra is a financial services company that focuses on innovation in employee benefits management. As an Assistant Manager Data Analyst, I support the business strategy with the following tasks and responsibilities:

- Conducted in-depth data analysis using advanced analytical methods, including cluster analysis, resulting in actionable strategy recommendations for 95% of reports. These insights provided valuable benefits to customers regarding their health services, revealing trends that enabled proactive financial planning and resource allocation. Additionally, segmenting customers based on product preferences contributed to enhancing marketing strategies across multiple departmental functions.
- Designed and developed intuitive interactive dashboards with Power BI to monitor claim utilization and productivity, achieving a 98% accuracy rate in claims data interpretation and improving response times for data inquiries by 30%.
- Engineered a web-based information system for claim data upload and transformation using Microsoft SQL Server and MySQL, improving claim data management efficiency by 20% and saving the organization approximately 30% in operational costs.

### Assistant Manager Claim, ASURANSI JIWA PROLIFE (Full Time)

Aug 2017 - Aug 2022

Prolife Insurance is a life insurance company dedicated to providing innovative financial protection solutions for individuals and families, specifically in life and health insurance. As a dedicated team member in my full-time role at Prolife Insurance, I contribute to enhancing customer satisfaction and achieving business goals through key responsibilities that include:

- Analyzed participant demographics based on age and health profiles using linear regression from the claims database to develop risk prediction models, minimizing catastrophic risk by 30%.
- Presented detailed data insights derived from historical claims information in a visually accessible format on the dashboard, enabling easy monitoring of claim statuses and improving stakeholder communication by 70%.
- Developed a risk model based on claim data by analyzing participants, enabling the mitigation of new customer acceptance and enhancing decision-making accuracy by up to 25%.
- Applied specialized knowledge in Life Insurance qualifications to improve insurance operations, particularly in streamlining claims processing, leading to a 20% increase in customer satisfaction.

### Team Leader Business Analyst, AAI INDONESIA (Full Time)

May 2015 - Jul 2017

As the Team Leader Business Analyst at AAI Indonesia, a third-party administrator for healthcare benefits, I played a pivotal role in analyzing and optimizing business processes to improve service delivery for our clients.

- Developed Entity-Relationship Diagrams (ERD) to optimize data flow and enhance database design, contributing to a 20% increase in processing efficiency during a digital transformation project for claim processing.
- Added a .txt file upload feature within the information system to streamline user data input, enhancing efficiency by 30%.
- Executed a data cleansing project on raw Excel data to improve data quality by 67% using effective strategies and tools in data management.
- Utilized advanced Excel functions and SQL queries to manipulate large datasets, providing actionable insights that drove strategic initiatives and enhanced client satisfaction by 30%.
- Collaborated with cross-functional teams to gather requirements and document business processes, facilitating a smoother workflow which resulted in a 20% reduction in project turnaround time.

## Education

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### Pancasila University

September, 2013 – March, 2018

Bachelor of Accounting

Analysis of the Implementation of Information System Applications on External Claim Reports at PT AAI Indonesia.

### Ministry of Finance of the Republic of Indonesia

August, 2003 – February, 2006

Diploma Actuarial

### RevoU

October, 2024 – January, 2025

Full-stack Data Analytics

I learn the skills and knowledge necessary to effectively manage the entire data lifecycle, from data acquisition and preparation to analysis, visualization, and communication of insights, ensuring the delivery of high-quality, accessible data-driven solutions.

## Additional Information

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### Technical & Soft Skills:

Technique Skills : Data Storytelling, Statistical Analysis, Predictive Modeling, Business Process.

Tools and Frameworks : Python, SQL, Ms Excel.

Soft Skills : Leadership Skills, Innovative, Team Coordination, Critical Thinking, Adaptability.

### Certification:

1. [Certificate in Life Insurance](#), AAMAI

14 April 2014

2. [Ajun Ahli Asuransi Indonesia Jiwa](#), AAMAI

03 April 2017