

Kristianto

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About Me

I am a Data Analyst with 2 years of experience in the financial services sector, currently working at Cipta Integra Duta. I possess expertise in data analysis using SQL and Python, as well as in data visualization with Tableau and Power BI, focusing on generating in-depth insights and strategic recommendations for stakeholders. In my role, I have successfully increased operational efficiency by 20% and enhanced customer engagement by 25%. These achievements demonstrate my ability to leverage data to achieve tangible results. I believe that effective data utilization is key to informed decision-making and achieving sustainable growth. Currently, I am seeking an opportunity to contribute to a dynamic, results-oriented team where I can apply my expertise and make a positive impact on the company's development.

Working Experiences

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

Aug 2022 - Present

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

- Managed cluster analysis and customer segmentation using Python and SQL to develop strategic recommendations for new business development, supporting the marketing team in personalizing customer benefits and identifying market trends. This initiative contributed to a 20% increase in operational efficiency.
- Designed and developed intuitive interactive dashboards with Power BI to monitor claims utilization and productivity, achieving a 98% accuracy rate in claims data interpretation and improving response times for data inquiries by 25%.
- Engineered a web-based information system for claims data upload and transformation using Brix system for data storage, improving claims data management efficiency by 20% and data storage management.

Assistant Manager Claim, ASURANSI JIWA PRO-LIFE (Full Time)

Aug 2017 - Aug 2022

Prolife Insurance is a company that specializes in life and health insurance. As a dedicated team member in my full-time role at Prolife Insurance, I actively drive initiatives to enhance customer satisfaction and achieve business goals, taking on 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%.
- Developed a claims status dashboard within the Life-OPS information system, enabling stakeholders to effectively monitor performance and business trends, resulting in a 75% increase in understanding of claims data.
- Developed a risk model based on claims data by analyzing participants, enabling the mitigation of new customer acceptance and improving 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 took a leading role in analyzing and optimizing business processes, significantly enhancing service delivery for our clients.

- Developed Entity-Relationship Diagrams (ERD) for Customer Service and Claim Data 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 data using MS Excel to improve data quality by 67% to ensure data management using effective strategies.
- Utilized SQL queries to manipulate large datasets, providing actionable insights that drove strategic initiatives and enhanced client satisfaction by 30%.

Education

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

September, 2013 – March, 2018

Education Break
During my educational break, I focused on professional development through certifications in the insurance field. I have completed two out of three planned certifications, namely Life Insurance and the AAIJ Certificate of Competence, which have deepened my knowledge of insurance, products, and regulations.

March, 2006 – March, 2013

Ministry of Finance of the Republic of Indonesia
Diploma Actuarial

August, 2003 – February, 2006

RevoU
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.

October, 2024 – January, 2025

Additional Information

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. [Full Stack Data Analytics](#), Revou
2. [Ajun Ahli Asuransi Indonesia Jiwa](#), AAMAI
3. [Pengantar Asuransi Jiwa & Operasional](#), AAMAI

January 2025
April 2017
April 2014