

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:

- Implementing cluster analysis (K-means clustering) and customer segmentation using Python and SQL to develop strategic recommendations for new business development. This supports the marketing team in personalizing customer benefits and identifying market trends, contributing to a 20% increase in operational efficiency.
- Designing and developing intuitive interactive dashboards with Power BI to monitor claims utilization and productivity, achieving a 98% accuracy rate in claims data interpretation. This enhances response times for data inquiries by 25% and enables the marketing team to make data-driven decisions quickly and effectively.
- Developing a web-based information system for claims data upload and transformation using the Brix system for data storage, which increases claims data management efficiency by 20%. This innovation allows the claims team to significantly reduce the time spent on data management while improving service delivery.

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:

- Analyzing 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%. This model ensures financial sustainability and increases customer trust in our offerings.
- Developing a claims status dashboard within the Life-OPS information system, enabling stakeholders to effectively monitor performance and business trends. As a result, there was a 75% increase in claims understanding, which facilitates better strategic decision-making across departments.
- Developing 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%. This contributes to a more efficient onboarding process and reduces financial exposure.

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.

- Developing Entity-Relationship Diagrams (ERD) for Customer Service and Claims Data to optimize data flow and enhance database design, contributing to a 20% increase in processing efficiency during a digital transformation project for claims processing.
- Executing a data cleansing project on raw data using MS Excel to improve data quality by 67%, ensuring data management with effective strategies that lead to more accurate reporting and better decision-making.
- Utilizing SQL queries to manipulate and identify large datasets, providing actionable insights that drive strategic initiatives, facilitate improvements, and enhance client satisfaction by 30%.

Education

Pancasila University
Bachelor of Accounting
Completed comprehensive program covering fundamental accounting principles, financial reporting, auditing, and taxation. with a project on the Implementation of Information System Applications on External Claim Reports.

September, 2013 – March, 2018

Academic Leave
While on academic leave, I dedicated myself to professional growth in insurance, earning certifications in Life Insurance and the AAAIJ Certificate of Competence. These certifications have significantly strengthened my knowledge of insurance products and regulations.

March, 2006 – March, 2013

Ministry of Finance of the Republic of Indonesia
Diploma Actuarial, focused on actuarial principles, financial mathematics, and statistical analysis with practical applications in health and life insurance.

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