

ANDY WIJAYA

Bank Teller | Computer Science (AI) Graduate | Hackathon Top 3 | Customer Service Excellence
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PROFILE SUMMARY

Versatile professional with a Bachelor of Computer Science (Hons) in Artificial Intelligence and hands-on experience in **banking, customer service, and software development**. Recognized for excellence as a **Bank Teller at Bank Rakyat Indonesia**, delivering accurate, high-volume transactions with strong compliance. Previous software engineering internships enhanced **my UI/UX, coding, and Agile collaboration skills**, which I have successfully applied in hackathons and competitions, combining **analytical thinking, adaptability, and problem-solving** across various industries. Seeking to apply analytical and programming expertise in software development or AI-driven roles.

EDUCATION

Asia Pacific University (APU)

Kuala Lumpur, Malaysia

Bachelor of Computer Science (Hons) in Artificial Intelligence | GPA: 3.19 / 4.00

Sept 2021 – Sept 2024

Santo Tarcicius

Dumai , Indonesia

High School – Science Major

Aug 2018 – May 2021

PROFESSIONAL EXPERIENCE

Bank Rakyat Indonesia (BRI)

Dumai , Indonesia

Bank Teller

Dec 2024 – Present

- Processed 100+ daily transactions (withdrawals, deposits, transfers, RTGS, clearing) with **100% compliance accuracy**.
- Deliver excellent customer service, resolving issues, and ensuring a positive client experience.
- Recognized for speed and accuracy, contributing to branch service goals.
- Strengthened multitasking ability by balancing high volumes with precision.

Cookiss Mobile Sdn Bhd

Kuala Lumpur, Malaysia

Software Engineer Intern

July 2023 – Nov 2023

- Developed and improved **UI/UX** using Vue.js, CSS, and JavaScript.
- Enhanced functionality and tested new features for a web application project.
- Proofread and refined technical documentation and user manuals. Collaborated in Agile sprints, delivering milestone updates and debugging software.

Itemku

In-Game Item Sales Associate

Dumai , Indonesia

July 2021 – Aug 2022

- Generated consistent revenue by selling in-game items, showcasing **entrepreneurship and market understanding.**

PROJECTS

Tower Tactics

May 2024 – Jul 2024

- Developed an innovative **Windows tower defense game** with dynamic enemy pathfinding using NavMesh AI.
- Implemented player login, feedback system, leaderboards, and quest features to enhance engagement.
- Designed skill upgrade mechanics and social media integration for improved user retention.
- Skills :** Game Development, AI, UX, Project Management

APU Veterinary Clinic System (AVCS)

Jan 2024 – Apr 2024

- Built a Java-based web application to manage staff, appointments, pets, and vet assignments.
- Designed modules for user authentication, reporting, and scheduling to streamline clinic operations.
- Skills :** Java, Web Development, Database Management, System Design

Glove Defect Detection System

Jan 2024 – Apr 2024

- Created a computer vision model to detect defects in 7 glove types using image processing and pattern recognition.
- Skills :** Computer Vision, Image Processing, Pattern Recognition

WordWise (Android App)

May 2023 – Aug 2023

- Developed an Android translation app with instant text/camera-based translation and Firebase integration.
- Enabled users to save translations into a personal multilingual library
- Skills :** Kotlin, Firebase, Mobile App Development

KEY ACHIEVEMENTS

- Best Frontliner (Silver)** at BRI within 6 months; on track for Gold.
- Top 3 Hackathon 2023 (Tune Protest)** – Developed and presented a high-impact solution.
- Top 8 IT QR SEEK** – Problem-solving and IT challenge recognition.
- CTF Competitor** – Advanced cybersecurity and ethical hacking skills.
- APU x AWS Deep Racer 2023** – Hands-on ML algorithm training.

LANGUAGES & SKILLS

Bahasa Indonesia : Native/Fluent

English : Fluent

Chinese : Beginner

Skills :

- **Soft :** Customer service, Teamwork, Leadership, Collaboration, Problem-solving, Critical thinking, Emotional intelligence
- **Technical :** Python, Java, C++, R, C#, SQL, VUE, Android Studio, Unity
- **Banking & Finance :** Cash handling, Transaction verification, Compliance & regulation, Attention to detail, Risk awareness
- **Core Values & Work Ethic:**
 - **AKHLAK (BRI Core Values) :** Trustworthy, Competent, Harmonious, Loyal, Adaptive, Collaborative
 - **SMART Service Principles :** Smile, Easy, Safe, Friendly, Skilled
 - **BRILian Way :** Integrity, Collaboration, Accountability, Growth Mindset, Customer Focus