

CHRISTINE IRENE LUMBAN TOBING

Business Analyst

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Jakarta, ID



SUMMARY

Excelled in business and technology integration with a strong track record in managing e-commerce platforms, creating user stories, and collaborating with stakeholders. Adept at developing detailed business cases and communicating project progress. Seeking opportunities to leverage my skills to take my career to a new level.

EXPERIENCE

Business Analyst

PT GTech Digital Asia

12/2022 - Present Jakarta, ID

- Led cross-functional teams to gather, analyze, and document business requirements for multiple high-impact projects, collaborating with stakeholders across international markets to ensure alignment with business objectives.
- Managed and optimized 5+ major e-commerce platforms, including international B2C and B2B systems, resulting in significant improvements in operational efficiency and increased customer satisfaction.
- Facilitated the complete development of GTech's company website by acting as a key liaison between stakeholders and the development team, ensuring the seamless delivery of the site from idea generation to execution.
- Led the creation and ongoing improvement of GTech's internal apps, collaborating with HR and cross division to streamline workflows and optimize internal processes for better operational efficiency.
- Created and maintained user stories and functional specifications, ensuring clear communication of business requirements to development teams and delivering solutions that exceeded business needs.
- Conducted thorough application and user acceptance testing (UAT) to ensure high-quality deliverables, identifying and resolving issues promptly and maintaining strong communication with all stakeholders.
- Tools utilized: JIRA, Figma, Kibana, SQL, MongoDB, FileZilla, Draw.io, Google Analytics, Shopify.

Software Developer

PT Avalogix Mitra Solusi

12/2021 - 11/2022 West Jakarta, ID

- Maintained and resolved issues on various SaaS platforms, including Nintex Workflow and SharePoint.
- Successfully executed SharePoint On-Premise migrations on client site, streamlining processes and enhancing system efficiency.
- Performed minor development and bug fixes on client websites, improving functionality and user experience.
- Tools utilized: Nintex, SharePoint, Laravel, Azure, Visual Studio, GitLab.

As Build Drawing

PT Infra Solusi Indonesia

11/2020 - 11/2021 Tangerang, ID

- Supported field construction teams by creating 250+ aerial and underground migration construction drawings.
- Designed network cables based on SAP survey results, ensuring accuracy and compliance.
- Utilized Bentley system expertise to enhance network cable design efficiency.

Operational and Maintenance (Internship)

PT Telkom Akses

07/2019 - 09/2019 Jakarta, Indonesia

- Managed troubleshooting for the FTTH (Fiber to the Home) network, ensuring smooth operations and resolving network issues.
- Installed new equipment and components to enhance the telecommunications network infrastructure.
- Assisted and supported the NOC in daily operations and network oversight.

EDUCATION

Bachelor's Degree in Information System (GPA 3.82)

Binus University

2021 - 2023 Jakarta, ID

Associate's Degree in Telecommunication Engineering (GPA 3.64)

State Polytechnic of Jakarta

2017 - 2020 Jakarta, ID

PUBLICATIONS

User Experience Analysis of Indonesia Train Booking Mobile Application Using User Experience Questionnaire (UEQ) and Usability Testing

2023 International Conference on Information Management and Technology (ICIMTech)/IEEE

Christine Irene Lumban Tobing

08/2023

<https://ieeexplore.ieee.org/document/10277833>

Conducted an in-depth analysis of the user experience of Indonesia's train booking mobile application using the User Experience Questionnaire (UEQ) and usability testing methods.

CERTIFICATION

Certified Practitioner Process Automation for Nintex Workflow Cloud

Nintex - 2022

Certified Secure Computer User (C/SCU)

Netkrom Academy - 2021

Computer Network Junior Technician

Badan Nasional Sertifikat Profesi - 2020

TRAINING / COURSES

Agile Requirements Foundations (LinkedIn Learning)

Business Analysis Foundation (LinkedIn)

Migrating from Universal Analytics to Google Analytics 4 (LinkedIn)

Business Analysis Foundation (LinkedIn)

Microsoft SharePoint Online (Udemy)

Introduction to programming using Python (Udemy)