

RIFKI AHMAD FAUZI

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Professional Summary

An adaptable Information Systems graduate with diverse experience in data analysis, administration, and customer service. Skilled in processing data from multiple sources, performing data cleaning and statistical analysis, and presenting results through reports and interactive dashboards. Possesses a project portfolio that includes the development of machine learning models and several mobile applications using Flutter. Experienced in managing orders, preparing reports, and maintaining strong customer relationships, reinforced by hands-on professional background.

Education

Bachelor of Information Systems, Universitas Terbuka Graduation: September 2024
Thesis: “Blockchain-Based Data Security: Challenges & Opportunities in Industry 4.0”
GPA: 3.41

Experience

- Data Analyst — PT. Winaz Kreasi Indonesia** (June 2023 – August 2025)
 - Collect, clean, and organize data from multiple sources.
 - Perform statistical analysis to identify trends, patterns, and correlations.
 - Develop dashboards and visualizations to present insights clearly.
 - Generate reports to support strategic and operational decision-making.
 - Collaborate with cross-functional teams to improve data-driven processes.
- Crew Store — PT. Sumber Alfaria Trijaya** (June 2022 – April 2023)
 - Delivered customer service by assisting shoppers with inquiries and product selection.
 - Operated POS (Point of Sale) system to process payments with accuracy and efficiency.
 - Monitored and arranged product displays, conducted stock replenishment, and maintained store tidiness.
 - Supported daily store operations to ensure compliance.
- Admin Sales — Salman Digital Printing** (September 2018 – February 2022)
 - Received and recorded customer orders (offline and online).
 - Maintained customer database and conducted follow-ups for repeat orders.
 - Managed customer orders, prepared quotations and invoices, maintained sales records.
- Admin Online Shop — Alfiyah Store** (August 2017 – July 2018)
 - Managed online orders through e-commerce platforms and social media channels.
 - Responded to customer inquiries, provided product information, and handled complaints.
 - Processed payments, confirmed transactions, and arranged shipping with logistics partners.
 - Updated product listings, stock availability, and promotional content online.

Certifications

- CCNA Cybersecurity Essentials — Cisco (2022)
- Machine Learning Developer — Bangkit Academy (2023)
- Machine Learning Specialization — DeepLearning.AI (2023)
- Google Data Analytics — Google (2023)
- CCNA Cybersecurity Essentials — Cisco (2022)
- Database MySQL — Udemy (2022)

Skills

- Programming & Application Development:** Python (Pandas, Numpy), Java, Dart (Flutter)
- Database & Systems:** MySQL, SQL Server (familiar), ERP Concepts
- Machine Learning & Statistics:** Regression, Classification, Basic Statistical Analysis
- IT Practices & Support:** SDLC Knowledge, User Account Management, Application Testing, Cybersecurity Basics
- Tools & Platforms:** Power BI, SAP Software, Excel (Advanced), Github

Projects

- Online Cooperative App for SMEs – Machine Learning Engineer**
Built a data pipeline to process user and transaction data using Python and MySQL and developed predictive models for user segmentation.
- College Major Prediction Web App**
Built a machine learning web application to predict suitable college majors for high school students based on academic scores, personal interests, family background, and school type, and developed using Python, scikit-learn, and Streamlit with synthetic data from 500 students.
- Customer Churn Prediction – Data Analysis & Machine Learning Project**
Built a machine learning model using Python to predict customer churn based on Telco service data, conducted end-to-end data analysis including data cleaning, feature engineering, EDA, and model training using XGBoost within a scikit-learn pipeline.
- To-Do List Mobile App**
Developed a flutter-based task management app with features such as user authentication (Firebase Auth), deadline notifications (local notification), categorized tasks, tasks filtering, and local data storage using SQLite.

Volunteering

- Member — Masyarakat Relawan Indonesia (MRI) (2021)
- Assisted in community outreach and disaster preparedness programs, supported event coordination and awareness campaigns for social initiatives.