

ACHMAD FAIZ

Whatsapp: +6282274944294 | **Email:** achmad.f.faiz@gmail.com |
Linkedin: linkedin.com/in/achmadffaiz

Jakarta Selatan, DKI Jakarta, Indonesia

SKILLS

Data Analysis: SQL Query • PostgreSQL • R Studio • BigQuery • DBeaver • Google Sheets • Looker • Tableau

Human Resource: Performance and Talent Management • Internal Communication • HR Tools Development

Language: English • Bahasa Indonesia

Other Tools: Figma • MS.Office • Google Workspace • Lever ATS

Supporting Skills: Project Management • Stakeholder Management • Product Management • Researcher • Usability Testing • Working with team or Independent

EDUCATION

Universitas Sumatera Utara
Teknik Informatika (D3)
2013 - 2016
GPA: 3.30

Certification

Gojek Business Intelligence
University • Advanced Stream
2019

EXPERIENCE (Current and 1 Past Experience)

GOTO • HoldCo

Performance Data Analyst • January 2020 - Present • Jakarta, Indonesia

- Delivered performance insights and calibration analysis for HR leaders.
- Developed dashboards and trackers using BigQuery and PostgreSQL.
- Led enhancements in internal 360 tools through cross-functional collaboration.
- Supported system reliability through continuous testing with engineering teams.

Talent Acquisition Analyst • June 2025 - Present • Jakarta, Indonesia

- Supported recruitment analytics and dashboard reporting across hiring stages in Lever.
- Streamlined SLA tracking and delivered hiring projections to support workforce planning.

GOTO • GoPay

Business Analyst • January 2019 - December 2019 • Jakarta, Indonesia

- Provided data-driven insights to support operational decision-making.

- Analyzed key metrics such as merchant acquisition, customer transactions, and fraud patterns.
- Built real-time performance dashboards using Metabase and Google Data Studio.
- Tracked Point of Interest (POI) performance to identify trends and anomalies.
- Conducted fraud analysis by combining Salesforce and BigQuery data.

Projects

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Project Atlas (2022)

- Collaborated with the People Analytics team to consolidate and integrate HR-related data into a centralized data warehouse using BigQuery.
- Ensured all data sources were accurately recorded and updated in a timely manner, supporting better data accessibility and integrity.
- Helped enable self-service data access for HR teams to perform analysis and drive data-informed decision-making.
- Contributed to building a more structured and scalable data infrastructure to support future analytics and reporting needs.

GOTO • Gopay

Merchant Acquisition and Transaction Fraud Checking on Anomali Transaction (2019)

- Participated in defining key fraud detection metrics to analyze merchant behavior from acquisition to transaction stage.
- Helped identify suspicious or generic transaction patterns, enabling the team to selectively target eligible merchants for promo cashback offerings via QR codes.
- Contributed to improving sales incentive accuracy by ensuring only valid transactions were counted.
- Acted as the first-level checker on behalf of the Sales Performance team, reviewing merchant activity before escalating to the Fraud and Risk team for further investigation.

THANK YOU