

AHMAD KEMAL

Data Analyst , Product Management, business process



About Me

Passionate Product Management and Data Analyst with experience in logistics (Warehouse Management System, Fleet Management System, Transportation Management System)



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EDUCATION

BNUS UNIVERSITY

Bachelor of Management & Industrial Engineering
2010-2016

SKILLS SUMMARY

Microsoft Office	<div><div></div></div>
Analytical Thinking	<div><div></div></div>
Data Analytics	<div><div></div></div>
SQL Query	<div><div></div></div>
Data Visualization	<div><div></div></div>
Collaboration & Teamwork	<div><div></div></div>

EXPERIENCE

IT Product Management ,B-LOG

Tangerang - Indonesia

JUL 2022 - Present

- Responsible for gathering requirements and providing insights to users for development.
- Responsible for updating and making decisions on ticket development.
- Handle QA and UAT before tickets go live
- Handle Application Support after ticket go live

IT Project Management ,B-LOG

Tangerang - Indonesia

JUL 2021 - JUN 2022

- Monitoring & update ticket IT Project
- Reporting KPI department
- To ensure all administrative matters (sourcing , payment , etc) in department are taken care of
- Held , schedule and lead weekly meeting for internal department

Business Process Analyst ,B-LOG

Tangerang - Indonesia

MAR 2019 - JUN 2021

- Help Business Standarization mappping SOP with Business Owner
- Handle Management issues with Business Owner
- Work as liaison between Business Owner
- Help Issues in other Departements

Business Development Supervisor ,PT. Nusantara Sakti Group

Jakarta - Indonesia

FEB 2017 - JAN 2018

- Analyse Data like sales, marketing, inventory warehouse, OPEX
- Gather Requirement for development system from user
- Make system design for IT Department
- Running UAT with IT department and User

CS Escalation (Internship) ,Lazada Indonesia

Jakarta - Indonesia

FEB 2015 - AUG 2015

- Acted as an escalation point for complex customer inquiries and complaints