

AHMAD HILMI SYAUQI

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About Me

I am a professional with experience in customer care and data analysis, focusing on data analysis to improve user satisfaction. Previously, I worked as a Customer Care Administrator, where I was responsible for analyzing customer complaints and formulating effective solutions, which had a positive impact on the company's Net Promoter Score. I am accustomed to working with a solution-oriented, collaborative approach to customer satisfaction. I possess skills in data processing using Excel and SQL, both in reporting and data visualization. Currently, I am enhancing my technical capabilities in Python deployment and delving into Docker. With a background in understanding user needs and analyzing service challenges, I believe my experience can serve as a foundation for building effective and user-friendly systems. I am committed to continuous learning, adapting to new technologies, and contributing to every project I undertake.

Education

RevoU

October, 2024 - August, 2025

Write your RevoU Program (*ex: Full-stack Software Engineer*)

Follow the Revou bootcamp program (*Full-stack Software Engineer*) to learn the basics of programming, the process of the system working from the client side and the server side to the deployment process and ready to be used by users.

Politeknik Komputer Niaga LPKIA

June, 2017 - September, 2020

GPA: 3.50

D3 Information Management

PERANGKAT LUNAK PENCATATAN PERSEDIAAN BARANG PADA BAGIAN GUDANG PERSEDIAAN CICUKANG DI PT. SINAR MULIA PLASINDO LESTARI BERBASIS WEB

Working Experiences

Admin Operational Support, Telkomsel Area 2 Easter

August 2023 - Now

- Analyze customer detractor data from the dashboard and customer complaints, check data from 10-15 customers, check and ensure service stability, and handle service issues.
- Follow up with customers to understand the challenges they are currently facing, contact 10-15 customers, and confirm their service evaluations and the challenges they are currently experiencing with the service.
- Collaborate with the team responsible for handling service disruptions, assisting and resolving 3-5 customer complaints. Communicate with the field team to ensure that service conditions in the field are still satisfactory or require improvement.
- Reporting common customer issues to serve as reminders for improving service quality. Within one month, there are 3-4 new issues arising from the service. Communicating field conditions that frequently cause issues to facilitate future solution determination.

Databases Administrator, Telkom Customer care region 2

April 2021 - August 2023

- Validating data and designing the structure of databases and tables, ensuring 60% of data and databases are safe, Ensuring data is clean from data formats and anomalies and ready to be used in databases.
- Create database structures and create tables, in 1 month 40% there are changes and updates to the table, Make adjustments to the data to determine the table structure to be created or update changes from the data.
- Inputting the data needed for the table, within 1 day 3-4 tables have been updated, ensuring that the data has been updated in the databases for the table used for dashboard monitoring in the form of data visualization.
- Collaborate to determine the queries needed to pull data for report analysis, Within 1 month 4-5 discussions on data requests for reports, Specific Method: prepare and analyze data needs and requests needed for sales, marketing, and business owner teams.

Project Experiences

AI Market, Final Project Review

March 2025

Designing the structure of AI market databases, Designing is done for 30% in 3 days, Creating databases structure and table relationships (account table, transaction table, and order table. Creating global and foreign currency functions, 20% of the work was done in 2 days, Implementing foreign or global currency functions with fire and setting the appropriate price composition. Collaborate to determine the functions and appearance of the client and user, in 1 week 4 times discussing, Ensure that the frontend and backend functions function properly when they are committed and pushed. Testing application functions and appearance, testing each part of the web application 50% of the functions are safe, ensuring the function is running properly and looking for system bugs.

Additional Information

Technical: Data validation, Data Cleaning, Data Extraction, Data Visualization

Databases : Entity Relationship Diagram (ERD), Query optimization, Monitoring slow queries, Analyzing execution plans and Setting up automated backups.

Programming : Python, JavaScript, TypeScript, ReactJs, NextJs

Tools : Excel, SQL, SQLSever, DBeaver, PgAdmin, Power BI, Google Collaboratory,

Soft Skills: Strategic Thinking, Critical Thinking, Communication skills, Negotiation skills, Problem Solving, Teamwork.

Certification:

1. [Certificate_Mahir-Making-DB-Application-Professional](#), Ahmad Hilmi Syauqi

February 10, 2023