Intan Permata Sari

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SUMMARY

Business Analyst with 5+ years of experience bridging the gap between business needs and technical teams. Adept at gathering requirements, documenting processes, and supporting the development of software solutions in agile environments. Proven success working with cross-functional teams across banking, retail, and tech industries to improve operations, reduce costs, and deliver customer-centric digital solutions.

SKILLS

- **Analysis & Modeling**: Business Process Modeling (BPMN) | Use Case | User Story | Flowchart
- **Tools**: Microsoft Excel | SQL | Power BI | Tableau | Draw.io | Jira | Confluence | Notion
- **Documentation**: BRD | SRS | FRD | UAT Test Cases | SOP | Wireframes
- **Data**: Data Analysis | Dashboard Creation | ETL Understanding
- **Communication**: Stakeholder Interviewing | Workshop Facilitation | Client Presentation
- **Methodologies**: Agile Scrum | Waterfall | SDLC | Kanban

EXPERIENCE

Business Analyst | Bank Rakyat Indonesia (BRI)   *Mar 2021 – Current*
- Gathered and translated user requirements into detailed BRDs and wireframes for a loan digitization project.
- Led UAT coordination and created user acceptance criteria with QA team.
- Analyzed transaction patterns using SQL and visualized insights with Power BI dashboards.
- Supported the PM and dev teams in sprint planning, backlog grooming, and retrospectives.

IT Business Analyst | MAP Group   *Jan 2019 – Feb 2021*
- Conducted workshops with store operations teams to improve inventory software usability.
- Built process diagrams and system flow documentation for ERP integration.
- Collaborated with developers to clarify business rules, resulting in 30% fewer revisions.

EDUCATION

Universitas Indonesia | Information Systems | *2014 – 2018*   **GPA: 3.80/4.00**

CERTIFICATION

- **CBAP – Certified Business Analysis Professional (In Progress)**
- **SQL for Data Analysis – Udemy**
- **Power BI Data Analyst Associate – Microsoft**
- **Agile Business Analyst – Coursera**

ACHIEVEMENT   Awards, Speaker. Organizational

- **Loan Origination System – BRI** Digitized manual loan approval process for MSMEs. Reduced processing time from 5 days to 1.
- **Retail Inventory Tracker** Built a dashboard and tracking system for MAP's retail division using SQL and Tableau.