



BAGAS ARIA SATIVA

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SUMMARY

Results-driven IT Professional specializing in web development and backend systems, with expertise in PHP frameworks (Laravel, CodeIgniter), JavaScript, HTML, CSS, and MySQL database management. Proven track record in developing scalable backend solutions that enhance operational efficiency and system performance. Strong problem-solving abilities with systematic approach to debugging, code optimization, and performance tuning. Experienced in full-stack development, API integration, and database architecture design. Proficient in version control, agile methodologies, and collaborative development environments. Skilled in UI/UX design tools including Adobe Photoshop and Canva. Passionate about leveraging AI technologies and emerging innovations to deliver cutting-edge digital solutions that improve user experience and drive business outcomes.

WORK EXPERIENCE

PT Ganzu Gisma Seiko | IT System Analyst & Full-Stack Developer - Hybrid

Aug 2025 - April 2026

Key Responsibilities:

- Analyzed business processes across 9 departments identifying bottlenecks and automation opportunities.
- Gathered requirements from stakeholders translating business needs into technical specifications.
- Designed comprehensive ERP solution architecture integrating production, warehouse, quality, and finance modules.
- Developed end-to-end manufacturing ERP system from database design to user interface.
- Implemented automated workflows connecting customer orders to delivery and invoice generation.
- Conducted system testing and user training ensuring smooth adoption across departments.
- Provided ongoing technical support and system optimization based on user feedback.

Development Work:

- Built end-to-end manufacturing ERP system integrating production planning and inventory control.
- Developed material requirement planning (MRP) with automated purchase request generation workflow.
- Implemented multi-stage quality control system tracking incoming, in-process, and outgoing inspections.
- Created production scheduling module managing work centers with real-time progress tracking.
- Built warehouse management system handling material storage, stock control, and delivery documentation.
- Integrated financial module auto-generating invoices from delivery documents with payment tracking.
- Designed master production schedule with forecasting and customer order management capabilities.

Key Achievements:

- Successfully delivered complete ERP system covering 9 departments with zero critical bugs.
- Reduced production planning time by 70% with automated MRP and scheduling system.
- Improved inventory accuracy to 98% with real-time stock tracking and documentation.
- Streamlined order-to-delivery cycle time by 45% with integrated process automation.
- Eliminated manual paperwork by 85% digitizing all production and delivery documents.
- Reduced invoice processing time by 80% with automated generation from delivery data.
- Improved interdepartmental communication reducing coordination errors by 60%.

Rainbow Sulam Alis | IT Developer: HR & Customer System - Project Based

Jan - Oct 2025

Key Responsibilities:

- Led full-stack development of multiple business management applications.
- Collaborated with salon management to understand specific business requirements.
- Managed project timelines and delivered solutions within agreed deadlines.
- Provided ongoing technical support and system maintenance.
- Conducted user acceptance testing and gathered feedback for continuous improvement.

Rainbow Sulam Alis | IT Developer: HR & Customer System - Project Based Development Work:

HRD Dashboard Application:

Jan - Jun 2025

- Built comprehensive HR management system for recruitment and employee lifecycle.
- Implemented GPS-based attendance with photo capture and geofencing validation.
- Developed automated training management with status tracking and employee conversion.
- Created real-time analytics dashboard with performance metrics and data visualization.
- Built document management system for HR reports with upload/download functionality.
- Integrated RESTful API with AJAX for seamless real-time data operations.
- Implemented role-based authentication system with secure session and profile management

Aftercare Dashboard Application:

Jul - Sep 2025

- Phone verification system cross-referencing customer ratings against invoice database automatically.
- Low-rating auto-detection triggers structured complaint resolution with evidence uploads.
- Multi-role dashboard system with branch performance analytics and therapist assignment controls.
- Retouch workflow management enforcing 2x reschedule limits with photo documentation requirements.
- Bulk WhatsApp automation generating personalized rating links with delivery tracking capabilities.
- Interactive status monitoring through clickable cards displaying real-time operational metrics.
- Rating reminder system tracking customer contact history with screenshot-based completion validation.

End-to-End Customer Care System from Booking to Aftercare by Nailshade

Sep - Oct 2025

- Built end-to-end booking platform with automated treatment selection and confirmation.
- Integrated QR code system for walk-in customers with instant service.
- Automated post-service feedback collection via WhatsApp with reminder workflow.
- Created analytics dashboard tracking bookings, ratings, and branch performance metrics.
- Developed customer service performance tracking with real-time leaderboard ranking.
- Implemented flexible booking system supporting online, walk-in, and manual entry.
- Designed therapist and branch comparison dashboard analyzing service quality trends.

Key Achievements:

- Successfully delivered 3 full-stack applications within 6 months (14% ahead of schedule).
- Reduced recruitment processing time by 80% through automated workflow and status tracking.
- Improved aftercare response rate by 85% with automated WhatsApp follow-up system.
- Increased operational efficiency by 80% eliminating manual paperwork across all departments.
- Achieved 95%+ customer satisfaction rating through real-time feedback and complaint resolution.
- Processed 200+ recruitment candidates and 500+ aftercare cases with zero data loss.
- Enhanced branch performance visibility with real-time analytics used by 5+ locations.
- Reduced booking errors by 70% implementing QR-based walk-in system.
- Automated training-to-employee conversion reducing manual work by 90% for HR staff.
- Decreased complaint resolution time from 5 days to 24 hours average.
- Improved staff accountability with GPS attendance system achieving 98% on-time check-ins.
- Generated 1000+ automated WhatsApp notifications monthly with 92% delivery success rate.
- Enabled data-driven decisions with real-time dashboards tracking 15+ key performance indicators.
- Reduced customer booking abandonment rate by 45% through simplified treatment selection.
- Increased therapist utilization rate by 30% with optimized scheduling and leaderboard system.
- Cut administrative costs by 65% through digitization of recruitment and aftercare processes.
- Achieved zero security incidents with role-based access control protecting sensitive HR data.
- Improved rating collection rate from 20% to 78% with automated reminder workflow.

PT Komatsu Undercarriage Indonesia - IT Support Intern

Nov 2023 - Jan 2024

Key Responsibilities:

- Assisted IT team with daily technical support tasks and hardware maintenance.
- Supported ICT Section in system deployment and configuration activities.
- Helped manage IT equipment inventory and basic maintenance procedures.
- Participated in company IT initiatives and provided support during events.
- Learned and documented technical procedures under senior staff supervision.
- Assisted in basic system monitoring and reported issues to senior technicians.

PT Komatsu Undercarriage Indonesia - IT Support Intern
Development Work - Delivery Note Module Application:

Nov 2023 - Jan 2024

- Assisted software development team in creating the application using Alpha Anywhere platform.
 - Contributed to form design and basic user interface development.
 - Helped with data validation logic and simple workflow implementation.
 - Participated in testing and bug reporting processes.
 - Supported integration testing with existing company systems.
 - Assisted in creating basic user documentation and training materials.
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EDUCATION	Esa Unggul University <i>Master of Computer Science</i> GPA: 0.00	2026 - Present
	Bina Sarana Informatika <i>Bachelor of Information Technology</i> GPA: 3.95/4.00	2020 - 2025
	SMA Al-Azhar Bekasi <i>Social Science Major (IPS)</i> IPK: 7.7/10	2009 - 2012

SKILLS	Technical Skill: <ul style="list-style-type: none">Programming Languages: PHP, Python, JavaScript, HTML5, CSS3, SQLFrameworks & Libraries: Laravel 10, CodeIgniter 3 & 4, React JS, Bootstrap 4 & 5, Tailwind CSS, Chart.js, jQueryDatabase Management: MySQL (Database Design, Optimization, Query Performance)Development Tools: Git & GitHub, Responsive Web Design, REST API Development & Integration, PDF GenerationDesign Tools: Figma, CanvaSpecializations: ERP System Development, POS Applications, Admin Dashboard Development, Full-Stack Web Development, System Analysis & Requirements GatheringMethodologies: Agile Development, System Testing & Debugging Soft Skill: Analytical Thinking & Problem Solving, Communication & Stakeholder Collaboration, Project Management, Adaptability, Time Management & Responsibility Languages: English - Score TOEFL: 590
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CERTIFICATE	<ul style="list-style-type: none">PHP Certificate: Beginner to Advanced - Udemy (2024)Web Development Certificate: Front End Web - Coding Studio (2024)Internship Completion Certificate - PT Komatsu Undercarriage Indonesia (2024)
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