

# GALIH ITDHAR PERMANA

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## PROFESSIONAL EXPERIENCE

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### Niagahoster

July 2022

#### Project-Based Intern: UI Designer Virtual Internship Experience

- Analyze brief
- Conduct user research and analyze findings
- Create personas based on research insights
- Sketch out wireframes and user flows for a new project
- Create high-fidelity mockups using design software Figma

### SALT Academy, Jakarta, ID

Mar 2022 – May 2022

#### UI/UX Designer

- Conducted UX research by interactively testing designs using high and low-fidelity prototypes.
- Created designs for mobile and web applications by way of page/user flow diagram, site maps, and wireframes.
- Obtained user data with analytics reporting, task analysis, and participatory design techniques and leveraging that data to create designs.
- Used understanding and empathy for our target customer by designing and observing user studies and translating research findings into insights to create a design.
- Collaborated with 8 members team to create personas, scenarios, user journeys, story maps, and user flows.

### PT. Astra Graphia Information Technology, Jakarta, ID

Apr 2019 – Mar 2021

#### IT Operation Center

- Conduct day-to-day application and service monitoring on client PT. Telkomsel.
- Coordinate to identify and formulate root causes of application and service problems using data from 5+ multiple teams with evidence and analyst results.
- Suggest alternative solutions for service and application troubleshooting based on data findings from monitoring tools and analysis.
- Troubleshoot issues on the system with 20+ various stakeholders.
- Liaise with various external and internal stakeholders to resolve issues at hand.

## EDUCATION

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### Binus University, Jakarta, ID

Jan 2020

School of Information Systems; Major in Information Systems

- The thesis involved studying several alternative solutions for developing and implementing information systems based on theory and evaluating business processes.

### Telkom University, Bandung, ID

Aug 2016

School of Applied Science; Major in Telecommunications Engineering

- Studying engineering in telecommunications, covers aspects related to broadband information technology, protocols, services, design, and delivery techniques.

## SKILLS

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|----------------------------|---------------------|---------------|--------------------|
| • UX Research              | • UI Design         | • Whimsical   | • Google Workspace |
| • Journey Mapping          | • Prototyping       | • Jira        |                    |
| • Information Architecture | • Usability Testing | • Maze Design |                    |
| • Wireframing              | • Webflow           | • Miro        |                    |
|                            | • Figma             | • Canva       |                    |