FERRY FERNANDO

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IT Supervisor Functional Analyst with proven experience in the interior manufacturing industry. Highly skilled in managing end-to-end system development activities, including needs analysis, solution conceptualization, system design, and application development (both web and mobile-based). Known for being creative and adaptive in optimizing existing systems, and possessing strong capabilities in resolving technical application and system issues. Open to remote or freelance opportunities, particularly in system analysis and application development.

Education

Bhayangkara Jakarta Raya University, Jakarta - Indonesian   Sept 2015 - Aug 2019

Bachelor of Science (B.Sc.) in Informatics Engineering,

GPA: 3.35/4.00 - Certificate

Work Experience

PT Tangkas Cipta Optimal - Indonesia   March 2024 - Present

IT Functional Analyst Supervisor - Project

TACO Group is a leading provider of interior solutions. As one of the largest High Pressure Laminates (HPL) brands in Indonesia, continuous investment in innovation and operations maintains TACO's recognition as a premium National brand.

- **Gathered comprehensive requirements, analyzed business processes**, and translated user needs into clear and actionable **Business Requirement Designs (BRD)**.
- **Reviewed BRDs** drafted by the team, providing constructive input to ensure alignment with business needs (Users) and company documentation standards.
- **Managed internal and external application development** using the **Scrum & Agile** methodology.
- **Served as the key liaison** among users, the development team, and vendors to ensure that technical solutions met business requirements.
- **Developed positive & negative test scenarios**, conducted **System Integration Testing (SIT)** and **User Acceptance Testing (UAT)**, and led the review of testing results prior to release.
- **Designed and reviewed UI/UX** using **Figma**, and coordinated the development timeline with the developer team/vendors.
- **Conducted monthly training sessions** for the Sales team on application usage to ensure tools met their operational needs.
- **Responsible for application lifecycle support**, including troubleshooting and providing effective solutions or proposals for issues faced by users.

Project Highlight

- **Sales Brief**

  Conducted requirement gathering, UI/UX review, SIT/UAT, sales training, and continuous improvement initiatives to support Sales team activities.

- **Tacommerce (Web and Mobile)**

  Managed end-to-end (needs analysis, UI/UX review in Figma, vendor coordination, SIT/UAT, and deployment), and delivered training for Sales.

- **Tacollect**

  Led requirement gathering, SIT/UAT, and Sales training.

- **Consignment System**

  Performed requirement analysis, UI/UX design, SIT/UAT, and conducted training for Sales and Finance teams.

- **Customer Portal**

  Drafted requirements, reviewed design, performed validation testing to ensure program alignment with user needs, and conducted Sales training.

- **Website TACO**

  Executed end-to-end testing, reviewed vendor work, and ensured the application met company quality standards.

- **Chatbot Implementation**

  Managed QA & vendor coordination, formulated test scenarios, performed SIT/UAT, and validated requirements prior to go-live.

- **AGLiS - DMS**

  Focused on automation & efficiency improvement for warehouse and distribution operations, developing functions based on detailed user requirements.

PT Astra International, Tbk - **Indonesia**   Oct 2022 - March 2024

Business Analyst and Senior Business Analyst

PT. Astra International Tbk (ASII) was founded in 1957 as a trading company, with six lines of business: Automotive; Financial Services; Heavy Equipment, Mining & Energy; Agribusiness; Information Technology; and Infrastructure and Logistics.

a. Senior Business Analyst

- **Mentored junior Business Analyst team members** in problem-solving, requirement gathering, and effective user communication.
- **Drafted comprehensive Functional Specification Documents (FSD), BRD, and prototypes**, ensuring that business needs were aligned with company processes.
- **Conducted needs analysis** and provided solution recommendations to **improve application usage effectiveness**.
- **Actively participated** in Scrum ceremonies, Blueprint sessions, Sprint Planning, **PDCA (Plan-Do-Check-Act)** cycles, and reviewed junior BA work.
- **Executed internal pre-testing** prior to the formal System Integration Testing (SIT).

b. Business Analyst

- **Identified user needs** and formulated business process specifications for **Agile-based application development**.
- **Collaborated with stakeholders, developers, and SQA** in drafting user stories, business rules, and system validation plans.
- **Developed RDM, BPS documents, prototypes, and UI mockups (Figma)** as a foundation for development.
- **Performed SIT & UAT**, including system simulation on **SAP S4 Hana** before official testing.
- **Detailed problems, objectives, and solutions** in documents (RDM, prototype, BPS, tickets, and UI design in Figma) for presentation to the development team using the **Agile methodology**.

PT Star Karlo Indonesia - **Indonesia**   May 2022 - Oct 2022

Business Analyst and Back End Developer

KARLO is a logistics startup that has created a digital logistics ecosystem aimed at helping shippers, carriers, and even truck drivers maximize efficiency and communication, ensuring every delivery activity is carried out smoothly and securely.

a. Back End Developer:

- **Implemented Product Disbursement** into the system development process.
- **Managed and resolved database issues** identified by the Planning Team.
- **Integrated the system** with FMS, Odoo, and SAP application.
- **Developed PUT and POST functions** for the Back End Development team and created the Landing Page, integrating the system with the NLE web system.

b. Business Analyst:

- **Evaluated business processes**, and developed and implemented strategic solutions.
- Led continuous reviews of business processes and developed optimization strategies.
- **Conducted meetings and presentations** to share ideas and findings, and **collaborated** with clients, engineers, and managerial staff.
- **Created the migration schedule to AWS** and held weekly meetings to identify and discuss solutions for challenges faced.

PT Smartfren Telecom Tbk - **Indonesia**   Sep 2019 - May 2022

Quality Management Analys and Field Operation Engineering

PT Smartfren Telecom Tbk (formerly PT Mobile-8 Telecom Tbk) is a telecommunications service provider based on 4G LTE Advanced technology and is currently in the development stage for 5G network.

a. Quality Management Analyst

- **Checked the completeness and validity** of BTS material handover documents received from suppliers or project teams.
- **Analyzed issues** and inconsistencies in handover documents and **identified root causes**.
- **Coordinated with relevant parties** to resolve identified issues, ensuring all received materials adhered to established quality standards.
- **Oversaw and managed team activities in the warehouse area**, ensuring efficient and compliant procedures for material reception, storage, and release.
- **Designed and developed a Warehouse Management System (WMS) application** to enhance inventory and logistics management efficiency and accuracy.

b. Field Operation Engineering

- **Created detailed schedules** for **Base Transceiver Station (BTS)** maintenance activities, including corrective, preventive, and repair work, based on operational priority.
- **Coordinated schedules** with internal teams and subcontractors to ensure execution according to plan without disrupting network operations.
- **Performed corrective maintenance** to address technical issues affecting network performance.
- **Executed periodic preventive maintenance** to ensure optimal function of all BTS components and prevent future failures.
- **Oversaw subcontractor** work in the field, ensuring all maintenance and repair activities adhered to established quality and

safety standards.

- **Provided technical guidance and support** to subcontractors to resolve issues during execution.
- **Prepared detailed reports** on the results of corrective, preventive, and repair maintenance activities, including problem identification, actions taken, and final outcomes.

Skills & Additional Experience

- **Functional & Methodology** : Functional Analysis (2024), Scrum Method with Agile (2022), PDCA (Plan-Do-Check-Act) (2022), Project/Product Development Method (2022).
- **Tools & Platforms** : JIRA, Confluence (2022), Figma, SAP S4 Hana (Simulation), DBVear, AWS, NAV, Miro, Drawio, Trello.
- **Programming & Database** : SQL, NoSQL, Java Script (2016), Programming (2019).
- **Core Competencies** : Business Needs Analyst (2022), Problem Solving (2022), Communication Skills (2019), Great Teamwork and Leadership (2020), *Analyst* , *Training* & Knowledge Transfer (2021).
- **Key Projects** : Karlo-APPS, PSS4W, Tacommerce, Tacollect, Sales Brief, Customer Portal, Consignment.