# CURICULUM VITAE

Dinayah is IT Professional with 4 year's experience, specialize in IT Service Management. She has proven ability to enhance business using IT Infrastructure Library (ITIL). Her experience covers ITIL implementation, IT Operation, Contact Center and Enterprise Application Support. Recently she enriches her skills with Project Management Office.

## PERSONAL INFORMATION

Name : Dinayah Candrawati

Gender : Female

Place/Date of Birth : Jakarta / September $2^{nd}$ 1989

Marital Status : Single

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 021 – 8005309

## Educational Background

| Level | School | Year |
|---|---|---|
| Bachelor Degree | University Of Bina Nusanatara,Informatics Engineering | _**2007-2011**_ |

## Working Experience

1. Company Name : **PT. MITRATEX**
   Position Title : Consultant
   Period : August 2014 - Current

   **Job Description**
   - Design Service Oriented Architecture (SOA) for enterprise using IBM RSA Tools.

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- Implement ITIL Framework in several project and clients.
- Act as Project Management Office (PMO), ensure project delivered on time.
- Create transformation road map and conduct gap analysis.

**Projects at MITRATEX:**

| Sept 2014 – January 2015 | **Implementation of Enterprise Architecture for BPJS Kesehatan** |
|---|---|
| | *As Technical Implementator and Consultant* |
| | BPJS is National Health Insurance. The goal is deliver Enterprise Architecture Blueprint. |
| | *Duties:* |
| | • Conduct Gap analysis and ensure project requirement align with customer needs. |
| | • Integrate various applications using Service Oriented Architecture (SOA) approach. |
| | • Doing System Integration Testing (SIT). |
| | • Experience with RSA IBM tools. |
| | . |
| Feb. 2015 – May 2015 | **Implementation of Service Now Application for Pelindo III, Surabaya** |
| | *As Technical Implementator and Co-Project Management* |
| | The Project goal is to implement Service Now in Leading Port State Owned Enterprise. Service Now is ITSM tools with ITIL compatible. |
| | *Duties:* |
| | • Installation and configuring Service Now to meet project requirements. |
| | • Doing System Integration Testing (SIT) . |
| | • Provide training of application for technical and business user. |
| | • Ensure the application in accordance with company requirements |
| | • Ensure project on time as same as milestones |
| | • Track and report project milestones and provide status to report warning estimate deadline |
| | • Create and confirm to use every week for project report |
| | • Ensure Project charter based on procedure and contract |
| May 2015 – now | **Implementation IT Service Desk for INPEX** |
| | *As Consultant, Quality Assurance and Technical Writer* |
| | *The Project goal is to implement IT Service Desk using BMC Tool.* |
| | *Duties :* |
| | • Conduct Gap Analysis and ensure project requirement align with customer needs. |
| | • Doing SIT (System Integration Test) |
| | • Conduct training for End User |
| | • Trainer for socialization to user |
| | • Create User Guide Documentation, test plans result and list test cases. |
| | • Ensure workflow according business process to ensure that the products developed by the company meet the quality standards and requirements |
| | • Set the estimated processing time and ensure that all product tests can be finished on time |

2. Company Name          :   **PT.  AERO SYSTEM INDONESIA (ASYST)**
   Position Level           :   Junior Operation Support Management

Period　　　　　　　　　:　　　December 2013 – August 2014

**Job Description**

- Create monthly performance and SLA(Service Level Agreement) report for Garuda Indonesia.
- Gather data monthly report by mining the company's computer data through software, database (existing operation service) and looking for data industry trends to help develop a picture of where the company stands in the industry, where they can improve and where they can reduce costs.
- Responsible for the support and maintenance of the ITIL tools (ServiceNow Application)
- Handles Incident, problem and release management.
- Experience with IT Service Management using IT Infrastructure Library (ITIL) foundation.
- Tracking financial invoicing, purchase request and payment request related to IT Operation.
- Ensure project follows standard procedure, documentation and administration.
- Fulfill hand over from IT project to operation division.

**Project at ASYST:**

| June 2014 – August 2014 | **Implementation Service Now Application for Aero System and Garuda Indonesia** |
|---|---|
| | *As Administrator and Trainer* |
| | The Project goal is to improve Garuda Indonesia IT Service Management using ITIL version 3.0. Migrate from OTRS to Service Now, and integrate existing monitoring system with Service Now. |
| | Duties : |
| | • Gathering general information regarding the business requirements |
| | • Ensure the application in accordance with company requirements |
| | • Create and run the application with a user UAT related |
| | • Give workshop of application to end user |
| | • Provide training of application for technical(Level 2 and 3 and end user (Garuda Indonesia) |

3.  Company Name　　　:　　　**PT. INDONESIA COMNETS PLUS (PT. ICON+)**
    Position Level　　　　:　　　IT Staff – Data Mining
    Period　　　　　　　　:　　　February 2012 – June 2013
    **Job Description**

- Gather data monthly report by mining the company's computer data through software,database using ORACLE
- Analyzing data current conditions and make a map to get some suggest for future enhance company.
- Make a recommend solutions for creating more revenue and reducing loss.
- Monitor and ensure PLN Application run smoothly.
- Solving application incident and problem.
- Coordinate to minimize disruption and customer complaints in S2JB Area (Sumatera Selatan, Jambi and Bengkulu)
- Measure Helpdesk performance on PLN Contact Center.
- Create and analyze monthly report to improve application performance.

4.  Company Name        :     **PT.  INDONESIA COMNETS PLUS (PT. ICON+)**
    Position Title          :     Technical Support Operation Management
    Period                    :     June 2013 – December 2013
    **Job Description**
    - Ensure data integration between application and Oracle database.
    - Identify and Analyze problem from contact center.
    - Responsible for the support and maintenance of the APKT Application
    - Responsible to ensure Helpdesk operate according to Standard Operation Procedure.
    - Conduct or coordinate tests to ensure that application is consistent with defined needs.
    - Demonstrated experience bug in analysis, development and deployment using Oracle SQL
    - Issue and bugs management, escalate and coordinate with Level 3 Support.
    - Conduct training to end-user.

**Projects at ICON +**

| Feb 2012 – June 2013 | **Implementation of APKT Application for PLN at 9 Distribution** |
|---|---|
| | As Trainer and Change Management and QA |
| | Description : |
| | • Gather general and create business requirement. |
| | • Provide application training for technical and end user |
| | • Check Bugs in application and coordinate with development team |

5.  Company Name        :     **PT. INFOMEDIA NUSANTARA**
    Position Title          :     IT Admin
    Period                    :     April 2011 – January 2012
    **Job Description**
    - Monitor and maintain customer applications and infrastructure. Infomedia Customer ranging from Food, Energy, Telecommunication and Transportation Industry
    - Provide solution and solve incident from customer application
    - Deliver monthly reports to improve performance of contact center services