Reza Septiandra

Profile : **Managed Services Leader**

Experience : 3 years

Place of Birth:	Bandung	Gender:	Male
Date of Birth:	1 Sept 1992	Health:	Excellent
Religion:	Moslem	Language	Bahasa Indonesia, English

A. AREA OF EXPERTISE

- Having Experience in Recruiting People, Selecting Candidate to be Employee, Maintain People, Training and Development Employee, Lead the Managed Services Team to increase performance and make company resources better productivity.
- Good understanding sense of Personality Team Member
- Adequate knowledge as Team Leader in Managed Services
- Solid in handling IT Project with strong analytical Skill.
- Experienced as Team Leader in IT Application Project.
- Having knowledge in User Psychology Aspect

B. PROFILE

- Good IT Background and Business Process Knowledge for working and handling Many People in Managed Services.
- Having Experience in Recruiting People, Selecting Candidate to be Employee, Maintain and Training Employee, Lead the Managed Services Team to make company resources better productivity.
- Having experience to provide SOP for Managed Services.
- Capable to understand, captured, analyze and managed people to be better productivity and personality.
- Strong communication skill with business users to clearly identify the business needs instead of the business wants

Related Software Development:
- HRM software for company.
- Developing exam engine with User Experience based on **Psychology Cognitive** aspect.

Related Technical Skills:
- Microsoft Visio.
- Microsoft Project Plan
- HRM

Software Technical Skills:
- Having good experience as Team Leader and System Analyst
- Having good experience as Software Design and Solution Architect
- Expert in Software Design and Analyze
- Windows 8 Apps Development : UX/UI
- Software Design (mobile game , website , windows 8 and wp7)
- User Experience and User Interface Design (UX/UI)
- Human Computer Interactive
- SQL: Sql Server Integrated Services (SSIS)

- Graphic Design: Adobe Photoshop , Corel Draw
- Game Design: Java Application Design (HTML , javaScript)
- Programming Language : C# , Java , jQuery , XAML , HTML5 , PHP , SQL.
- Linux and Windows Operating System
- Other: MathLab , SPSS , Packet Tracer , Xilinx , and Multimedia Editing Software

C. EDUCATION

School	Degree	Subject
UGM	Bachelor	Information Technology / IT GPA: 3,4

D.PROFESSIONAL EXPERIENCE

Company:	**PT.Oasys Solusi Informatika**
Role:	**Managed Services Team Leader**
Project Desc:	As Team Leader in Managed Services - Provide SOP for Managed Services Team - Maintain People - Provide KPI - Maintain Monitoring KPI People - Training and Development People to be better productivity - Responsible in provide event for recruitment process - Selecting candidate for company - Create HRM Software - Provide Career Planning - Exit Management

Customer:	**Banking Industry**	P1
Company:	**PT.Oasys Solusi Informatika**	
Role:	Professional Services - **Functional Consultant**	
Project Desc:	- Understanding customers' diverse, specific business needs and applying product knowledge to meet those needs - Responsible for understanding HI-Level Banking Business Process - Provide Solution Design - Work for winning many banking project - Mapping the business processes to functional requirement - Ensuring quality of service by developing a thorough and detailed knowledge of technical specifications and other features of employers' systems and processes, and then documenting them - identifying and developing new business through networking and courtesy and follow-up calls; - Provide the required level of Technical assistance to Partners and their prospects during initial commercial engagement - Preparing and delivering customer presentations and demonstrations of the software, articulately and confidently; - Provide customer centric demonstrations - Provide an effective link between Sales and Operations - Manage and maintain pre-sales Technical documentation - Develop & deliver required Sales Technical Support training - Ensure that all meeting notes and requirements documentation are completed and linked to partner/customer information - Provide feedback on market or technology developments	

Customer:	**PT. Bank Mandiri Persero Tbk.**	P1
Company:	**PT.Oasys Solusi Informatika**	
Project:	**Integrated Testing Process**	
Role:	**System Analyst**	
Project Desc:	As a system analyst, my jobdesc are:	

As a system analyst, my jobdesc are:
- Define the detail jobdesc and deliver to team what to do
- Identify, understand and plan for client of planned systems, and ensure that new technical requirements are properly integrated with existing processes and skill sets.
- Plan a system flow from the ground up.
- Interact with internal users and customers to learn and document requirements that are then used to produce business requirements documents.
- Write technical requirements from a critical phase.
- Interact with designers to understand software limitations.
- Help developer to create flowchart, db design, uml
- Deploy software
- Create Document requirement

Customer :	**PT. Chevron Pacific Indonesia**	P2
Role:	**Project Support**	

Project Desc:

Support for technical , hardware and software problem
- Support for managing any problem while project implement
- Having 1000++ more end user involve in project

Technical Info:

Specification of Technology :
- GIL Operation 3.5

Company :	**Microsoft Innovation Center**	P2
Role:	**Software Design**	

Project Desc:

I worked as developer at Microsoft Innovation Center, working on Application Deployment Project. 5 Applications has submitted on Windows 8 Store.
- Create Application Product Plan
- Create Prototype and Software Architect
- Designing Software from scratch to XAML
- Deliver Software Architect to Team
- Lead the team conduct a system analyst.

Technical Info:

Specification of Technology :
- XAMP
- .NET / C#
- Microsoft Visual Studio 2014
- Blend Visual Stuido