

Profile Summary

Dynamic and results-driven professional with expertise in product and project management, technology administration, and learning operations. Proven leader in driving business strategies, curating technical learning, and fostering engineering cultures. Skilled in market analysis, technical standards, and talent mentorship. Dedicated to cost optimization and innovation in fast-paced settings. Strong education professional with a Master’s Degree focused in Telecommunications Management from Universitas Mercu Buana.

Professional Skill

- Educational Technology
- Project Management
- Budget Planning
- Product Management

Technical Skill

- Jira & Confluence
- Python
- Project Plan Tools
- Figma

Education

Masters in Electrical Engineering, Mercu Buana University	2012-2014
Electrical Engineering focuses on Telecommunication Management	
Bachelor of Computer Science, Mercu Buana University	2007-2011
Computer Science focuses on Information System	

Work Experience

Technology Administration & Support Manager	Feb 2023-Present
Bukalapak, Indonesia	

Key Achievements:

- **Tech Contract & PR Management:** Successfully implement a centralized tracking system for new and renewal tech contracts, and purchase requests (PR) into an end-to-end (E2E) tracker.
- **Tooling & External Services Management:** Successfully crafted a complex database, resulting in proactive tool management, ensuring peak utilization, and spearheaded cost-saving strategies by identifying and rectifying underutilized resources.
- **Tech Approval Process:** Successfully achieved an impressive 90% stakeholder satisfaction from SLA Tech Approval Process through the integration of a performance tracking system, harnessed data-driven insights, ensuring a continuously evolving and efficient approval workflow.
- **Event Feedback Enhancement:** Successfully increased participant feedback rates from 15% to 30% for events such as Buka Tech Coversation (BTC), Tech Townhall, and Tribe Sharing Sessions.

Work Experience

Core Responsibilities:

- Led and oversee the entire procurement process, including Purchase Requests (PR), Purchase Orders (PO), Invoicing, and Goods Receipt (GR).
- Develop and implement strategic procurement initiatives to optimize costs and improve efficiency.
- Collaborate with finance teams to ensure accurate budgeting and financial forecasting for the division.
- Set the direction and standards for the technical approval process across the Tech Function/Division.
- Lead cross-functional teams to ensure adherence to technical standards and guidelines.
- Lead the strategy to cultivate a strong engineering culture and continuous learning environment.
- Organize key tech events and workshops to drive innovation and skill enhancement.
- Collaborate with external entities to amplify the organization's technical brand.
- Curate and adapt learning curriculum in line with audience needs and business objectives.
- Provide hands-on mentorship to nurture engineering talent.
- Create comprehensive technical learning programs and specialized training for prospective team members.

Senior Technology Learning Manager

Nov 2021-Jan 2023

Bukalapak, Indonesia

Key Achievements:

- **Mastered** the rollout of comprehensive training/onboarding using internal engineering training materials, consisting of:
 - **Reworked** and **delivered** 7 onboarding materials for diverse stacks and non-product engineers.
 - **Completed** the delivery of 6 Advanced Fullstack Modules for Fullstack Training Programs.
 - **Completed** a 60% completion rate for the Fullstack Training Program strategy with workshops, calendars, and weekly exams.
 - **Successfully enrolled** a monthly training/sharing sessions to promote awareness/knowledge of Buka 2.0 implementation.
- **Successfully** initiated the Buka Tech Conversation (BTC) monthly from October 2022 in Technology Functions, resulting in 50% of tribes participating as BTC contributor speakers & topics and **consistently** attracting over 200 engineers to join BTC every month.
- **Achieved** a 20% reduction in Tech Costs by minimizing the use of third-party tech learning tools.

Work Experience

- **Successfully roll out** and monitor the journey of engineers in the Technology Fullstack Acceleration Program (TFAP).
- **Launched** a One Stop Training/Learning Solution in the Technology team.
- **Delivered** 15 entry-level and 10 mid-level engineering training materials for Self-Paced Learning.
- **Developed** a bootcamp program for onboarding new junior engineers.
- **Launched** a learning path for 5 competency roles.
- **Developed** the upskills program across Product Engineering, Infra, Data, and AI, resulting:
 - 3 offline engineer talks for external participants.
 - 15 medium blog posts from the Tech Team.
 - 20 Sharing Sessions across tribes and divisions, including socialization events.
 - 60 engineers for English Class
- **Developed** two-course programs for Secured Code Warrior (SCW) for engineers and created assessments for SCW users across various domains.

Core Responsibilities:

- Responsible for Engineer's technical skills success and making sure that all Engineers pass the minimum requirement for the technical skills needed for Bukalapak.
- Designs, authors, or edits complex curricula for various audiences including employees, end-user customers, partners, resellers, distributors, or systems integrators.
- Helps establish and assures adherence to schedules, work plans, and performance requirements.
- Partners with the business and subject matter experts to assess and customize training based on the current and future needs of the business units.
- Perform coaching, counseling, and mentoring to new and/or existing engineers in order to deliver learning and development curricula.
- Planned, developed and designed technical learning and development program for Engineers in Bukalapak.
- Develop and design special learning and development program for potential candidates to be hired in Bukalapak.
- Collectively determines & develops approaches to solutions, in a team environment.
- Works on assignments under minimal supervision.

Work Experience

Product Manager Lead

Jun 2021-Oct 2021

OttoDigital Group, Indonesia

Key Achievements:

- **OttoCash:**
 - **Successfully integrated** advanced QRIS functionalities such as Scan, TTM, TTS, and X-border.
 - **Successfully** the implementation of innovative features like Token Payment and Cardless Withdrawal BCA.
 - **Delivered** a comprehensive biller system and **achieved** seamless integration of QRIS MPM for P2P partner, Indodana.
 - **Successfully executed** bridging token payment solutions for renowned retail chains Alfamart & Indomaret.
 - **Successfully implemented** the industry standards by enhancing the Optima dashboard, covering Transfer, CWD, QRIS, and Biller functionalities.
 - **Accomplished** the integration of OttoMart with OttoGrosir Webview and developed specialized modules for BCA CWD partners.
 - **Achieved to implement** the offering of diverse biller services through the OttoCash App, covering telecom, utilities, and other sectors.
- **IMkas:**
 - **Attained** a robust API system for disbursement partners and top-up deposit functionalities.
 - **Achieved** BI Compliance, securing operational permissions for the application.
 - **Launched** the IMkas SDK, setting a new benchmark in fintech solutions.
 - **Conquered** the market with strategic integrations, including platforms like Funzi, MyCashBack, iSimple, and SnapChat.
 - **Fulfilled** the market's demand by launching the Promo Engine, QRIS Feature, and other standout features.
- Led two high-performing product teams, each comprising 5 members, from the Payment and Lending Tribes, showcasing unparalleled leadership and team management skills.

Core Responsibilities:

- Define and communicate the product strategy and vision in alignment with the company's goals and objectives.
- Identify market opportunities and define product vision and strategy in collaboration with stakeholders and teams.
- Lead, mentor, and guide a team of product managers, ensuring they have the resources and support needed to succeed.
- Foster a collaborative culture, ensuring seamless communication between product, engineering, marketing, and sales teams.

Work Experience

- Oversee the entire product lifecycle, from ideation to launch, and post-launch performance analysis.
- Prioritize product features and enhancements based on business impact, customer feedback, and market trends.
- Collaborate with cross-functional teams, including engineering, marketing, sales, and customer support, to ensure product alignment.
- Engage with external stakeholders, partners, and customers to gather feedback and insights.
- Conduct competitive analysis to identify market trends, threats, and opportunities.
- Stay updated with the latest fintech trends, technologies, and regulatory changes.
- Define, monitor, and analyze product KPIs to ensure continuous improvement and growth.
- Make data-driven decisions to enhance product features and user experience.
- Advocate for the customer, ensuring that the products developed meet and exceed customer expectations.
- Address customer feedback and concerns, ensuring high customer satisfaction.
- Identify potential risks in product development and create strategies to mitigate them.
- Ensure compliance with fintech regulations and standards.
- Oversee the product budget, ensuring optimal allocation of resources for maximum ROI.

Senior Project Manager

Jan 2021-May 2021

PT. Anabatic Solusi Digital, Indonesia

Key Achievements:

- **BTPN Bank Project:**
 - **Successfully executed** the T24 Enhancement related to FOX/OBS Interface, introducing new treasury system flows and strategies.
 - **Delivered accurate** LHBV & LBU Reporting for TBO Project.
 - **Mastered** the mapping of Product Code with Legside.
 - **Accomplished** the integration of additional mandatory features for EDW, enhancing FDM & CRGCM Fac Number.
 - **Successfully implemented** Deal Confirmation Monitoring and Tranview Menu.
 - **Successfully implemented** the integration of MT940 & MT942 SMAR&TS across both TIS and T24 platforms.
 - **Successfully executed** FT DDA with Override Message in T24.
 - **Attained** seamless BI SisMonTaVAR integration.
- **Permata Syariah Bank:**
 - **Successfully delivered** the Perhitungan Margin Harian system.
 - **Mastered** the BVL and Reconcile Journal processes.
 - **Executed** the Antasena and Kode AO systems.
 - **Accomplished** the semi-automatic determination of Syariah financing quality.
 - **Surpassed expectations** with the implementation of various banking features including Repricing for Musyarakah & Irregular, Restruktur, and more.

Work Experience

• Bank Syariah Indonesia Project:

- **Successfully revamped** the Penyesuaian Jurnal Uang Sewa system for enhanced customer experience.
- **Delivered** the Menu Restrukturisasi Financing and Fitur Restruktur QARDH Umum.
- **Successfully delivered** the integration of various banking products and features, including Giro Optima, Giro Pemerintah Mudharabah, and many more.
- **Successfully delivered** the implementation of specialized savings and deposit schemes like TABUNGAN TUNAS MUDHARABAH and TABUNGAN TUNAS WADIAH.

Core Responsibilities:

- Planning out the blueprints for software projects, including defining the scope, allocating resources, setting deadlines, laying out communication strategies, and indicating tests and maintenance.
- Creating a project budget and ensuring the project adheres to the budget as closely as possible and ensuring that all projects are delivered on time, within the scope, and within budget.
- Manage projects through all phases - project initiation, requirement gathering, analysis, design, development, integration and testing, implementation, project closing, and post-production support - With a proper sign-off for each phase.
- Create and maintain comprehensive project documentation.
- Client: BTPN Bank, Permata Syariah Bank, Bank Syariah Indonesia

Project Manager

Sep 2019-Dec 2020

PT. Dwidasa Samsara Indonesia, Indonesia

Key Achievements:

- **Successfully launched** a diverse range of products across multiple channels, including Internet Business Banking, Internet Banking, and Mobile Banking, catering to various banking needs.
- **Delivered fintech products** such as OttoCash, OttoPay, PeDe, and IMkas (Indosat E-Money) that addressed the evolving financial landscape.
- **Successfully implemented** the rollout of digital banking products for esteemed institutions like Bank Index, Bank Capital, and Bank Ganesha.
- **Triumphed** in leadership by effectively leading 5 teams comprising 20-30 members, ensuring optimal performance and project delivery.

Core Responsibilities:

- Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project.
- Determine the resources (time, money, equipment, etc) required to complete the project such as staffing the project, Implementing the project including executing the project according to the project plan, and developing forms and records to document project activities.

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Tangerang, Indonesia

Work Experience

- Control the project and Evaluate the project
- **Product Fintech: OttoCash, OttoPay, PeDe, IMkas (Indosat E-Money)**
- **Product Digital Banking: Bank Index, Bank Capital, Bank Ganesha**

Lecturer and Head of Computer Laboratory

Jan 2015-Jan 2019

Mercu Buana University, Indonesia

Key Achievements:

- **Successfully** taught diverse subjects, enhancing the curriculum and student understanding.
- **Attained** a National Lecturer Identity Number (NIDN): 0303068902.
- **Mastered** the supervisory role, guiding numerous students to the completion of their final assignments.
- **Successfully implemented** the computer laboratory management, ensuring optimal utilization and up-to-date resources.

Core Responsibilities:

- Responsible for maintaining the stability of the data and the network connection to the company's business needs
- Helped other workers when experiencing difficulties or disorders related to information technology in their work
- Analyze various forms of IT support in the company and also support from the IT side in the construction of the new plant in each location being built by the company