



# ICHSAN SAPUTRA

## BUSINESS IMPROVEMENT – DATA ANALYST

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### ABOUT ME

Born in Jakarta on February 6, 1992, is "A Data Analyst, where I am accustomed to making daily, weekly and monthly data research reports. I greatly hope to be able to join the company that you lead, thank you for your attention".

### SKILLS

W	✓	✓	✓	✓	✓
P	✓	✓	✓	✓	✓
X	✓	✓	✓	✓	✓
N	✓	✓	✓	✓	✓
P	✓	✓	✓	✓	✓
O	✓	✓	✓	✓	✓
V	✓	✓	✓	✓	✓
php	✓	✓	✓	✓	✓
MySQL	✓	✓	✓	✓	✓
ORACLE	✓	✓	✓	✓	✓
SAP	✓	✓	✓	✓	✓
python	✓	✓	✓	✓	✓
tableau	✓	✓	✓	✓	✓
Ps	✓	✓	✓	✓	✓
CorelDRAW	✓	✓	✓	✓	✓
Wondershare	✓	✓	✓	✓	✓

### EXPERIENCE

#### REPORT PERFORMANCE & ANALYTICS, PT Telkomsel

Jakarta, Indonesia — DEC 2022 - DEC 2024

Working as a partner of TELKOMSEL company, by providing performance data support to officers and managers.

**Job Desc:**

- Collect, manage data and report the performance of front liners (Grapary, 147, E-Care) weekly or monthly according to existing KPI targets.
- Create sales reports starting from the area level, region to the lowest level, namely the name of the TSEL Grapary region itself.
- Create TNPS (Transactional Net Promoter Score) reports to explore customer needs issues.
- Standby if there is a data request needed by the Manager.
- Coordination related to management through various data resources, between sub-directorates and units.
- Analyze and evaluate and intervene from everything that has been done.

#### CRM IT DATABASE, PT Telkom Indonesia (Persero)

Jakarta, Indonesia — JAN 2015 - DEC 2022

Working as a partner of TELKOM Group company, by providing performance data support to managers and senior managers.

**Job Desc:**

- Collect data and create executive performance reports according to the specified KPI (Sales, Churn CAPS, Revenue, Collection, Add On CRL, Assurance, TNPS).
- Collect data and create Billing Process reports (BP-1 & BP-2) Telkom starting from regional and witel segmentation.
- Manage applications and collect data for business processes via PostgreSQL to update DAPROS (Data Prospects) which will later be consumed by CTB (Caring Territory Base) agents.
- Synergize and coordinate related to data management between sub-directorates and units from various data resources.
- Standby if there is a data request needed by the Manager, OSM (Operation Senior Manager), and VP (Vice President).
- Analyze, evaluate and intervene from everything that has been done.

#### SUPPORTING LEADER CONTACT CENTER, PT Telkom Indonesia (Persero)

Jakarta, Indonesia — AUG 2013 - JAN 2015

Working as a partner of TELKOM Group company, by providing reporting support to managers and senior managers.

**Job Desc:**

- Collect data and create daily, weekly and monthly performance reports 147/108/107.
- Create business process flow.
- Coordination related to solving cases in services if there are findings.
- Admin Web Knowledge Information System for Services Frontliner (147, Sosmed, Plasa).
- Standby if there is a request for data needed by the Manager
- Evaluate and intervene from everything that has been done.

#### SUPERVISOR YELLOW PAGES, PT. Media Prima

Jakarta, Indonesia — JUN 2010 - AUG 2013

Working as a partner of TELKOM Group company, by providing information services such as company address data and telephone numbers.

**Job Desc:**

- Fully responsible for the performance of TL (Team Leader) and agents.
- Make attendance of team leaders and agents.
- Monitor, assess and motivate agents and Team Leaders in work performance to match existing KPIs.
- Coordinate with sales and book procurement parties according to existing stakeholders.
- Make daily, weekly and monthly book distribution reports.
- Evaluation and discussion with the team.

## INTERESTS

- ✓ Read
- ✓ Photo
- ✓ Music
- ✓ Paint
- ✓ Film
- ✓ Gym
- ✓ Adventure
- ✓ Running
- ✓ Hiking

## ORGANIZATION

- ✓ DKM Perumahan - Sekbend (2020-2025)
- ✓ Karang Taruna - Sekbend (2010-2019)

## NON-ACADEMIC

- 1st Gitar Performance DKI-Jakarta
- 2nd Vokal Performance DKI-Jakarta

### ADMINISTRATION, KANWIL DEPARTEMEN HUKUM DAN HAM DKI JAKARTA

Jakarta, Indonesia — APR 2009

Internship Field Work Practice as Administrative Correspondence at DEPKUMHAM

#### Job Desc:

- Scheduling Letters
- Indexing Incoming Letters
- Forwarding Letters
- Distributing Letters
- Numbering Outgoing Letters
- Recapitulating Employee Absences
- Typing on a Computer
- Typing with a Manual Machine
- Receiving Guests from Other Agencies
- Receiving Telephones

### SALES PROMOTION, GIANT HYPERMART

Bekasi, Indonesia — FEB 2009

Internship Field Work Practice as Sales at GIANT HYPERMART

#### Job Desc:

- Checking the condition of expired goods or not.
- Displaying goods to make them attractive.
- Conducting Stock Opname.

## EDUCATION

- **S1** (STMIK MERCUSUAR - 2010-2014)
- **SMK** (BUDHI WARMAN - 2007-2010)
- **SMP** (SMPN 157- 2004-2007)
- **SD** (SDN 17 - 1998-2004)



## ACHIEVEMENT

- **CERTIFICATE FUNDAMENTAL ALGORITMA**
- **CERTIFICATE FUNDAMENTAL PYTHON**
- **CERTIFICATE EXCEL INTERMEDIATE**
- **CERTIFICATE FUNDAMENTAL EXCEL**
- **CERTIFICATE FUNDAMENTAL DATABASE MYSQL**
- **CERTIFICATE FUNDAMENTAL DIGITAL MARKETING**
- **CERTIFICATE WEB PROGRAMMING TRAINING**
- **CERTIFICATE OF ACHIEVEMENT AWARD HIGHER LEARNING**
- **CERTIFICATE PROGRAM VISUAL BASIC & MYSQL**
- **CERTIFICATE TEKNISI KOMPUTER**
- **CERTIFICATE ENTREPRENEUR TANDOMAS MANDIRI**
- **CERTIFICATE PRAKTERK KERJA LAPANGAN DEPKUMHAM**