



# ICHSAN SAPUTRA

## BUSINESS COMPETITIVE INTELLIGENCE – 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".

## EXPERIENCE

### SPECIALIST & RESEARCH DATA ANALYTICS, PT Telkom Indonesia (Danatara)

Jakarta, Indonesia — APR 2025 - DEC 2025

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

#### Job Desc:

- Responsible for collecting, managing, and reporting Sales, Revenue, Line In Service (LIS), and Churn data from the level BUD to the TELKOM regional level, particularly in the Enterprise segment, on a regular basis in accordance with established KPI targets.
- Coordinate across sub-directorates and units in managing and synchronizing various data sources.
- Conduct comparative analysis of Telkom products and competitors, including querying and processing data using Oracle, SQL, and Python to generate accurate and structured data.
- Remain vigilant for ad-hoc data requests from management and actively analyze, evaluate, and implement strategic interventions based on data findings to support business decision-making.

### 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.



## SKILLS





## 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

## SUPERVISOR YELLOW PAGES, PT. Media Prima

Jakarta, Indonesia — JUN 2010 - AUG 2013

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

### Job Desc:

- Fully responsible for the performance of Team Leaders (TL) and agents.
- Maintain attendance records for team leaders and agents.
- Monitor, assess, and motivate agent and Team Leader performance to ensure compliance with established KPIs.
- Coordinate with sales and book procurement, as appropriate, and with stakeholders.
- Prepare daily, weekly, and monthly book distribution reports.
- Evaluate and discuss with the team.



## EDUCATION

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



## ACHIEVEMENT

- CERTIFIED BEGINNER & INTERMEDIATE LEVEL ON DATA ANALYST COURSE
- CERTIFICATE WEBINAR PENGANTAR ANALISIS DATA
- CERTIFICATE FUNDAMENTAL COURSE INTRO TO SOFTWARE ENGINEERING
- 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 TEKNIKI KOMPUTER
- CERTIFICATE ENTREPRENEUR TANDOMAS MANDIRI
- CERTIFICATE PRAKERK KERJA LAPANGAN DEPKUMHAM