



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, 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 BUD and regional levels 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



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INTERESTS

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

SUPERVISOR YELLOW PAGES, PT. Media Prima

Jakarta, Indonesia — JUN 2010 - AUG 2013

Bekerja sebagai mitra perusahaan TELKOM Group, dengan memberikan pelayanan jasa informasi seperti data alamat perusahaan dan nomor telepon.

Job Desc:

- Bertanggung jawab penuh terhadap kinerja TL (*Team Leader*) maupun *agent*.
- Membuat absensi *team leader* dan *agent*.
- Memonitoring, menilai dan memberikan motivasi *agent* maupun *Team Leader* dalam performansi bekerja agar sesuai KPI yang ada.
- Koordinasi dengan sales maupun pihak pengadaan buku sesuai *stackholder* yang ada.
- Membuat *report* distribusi buku harian, mingguan maupun bulanan.
- Evaluasi dan diskusi dengan tim.



EDUCATION

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



ACHIEVEMENT

- CERTIFICATE BEGINNER 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 TEKNISI KOMPUTER
- CERTIFICATE ENTREPRENEUR TANDOMAS MANDIRI
- CERTIFICATE PRAKERK KERJA LAPANGAN DEPKUMHAM



ORGANIZATION

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



NON-ACADEMIC

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