

MUHAMMAD LUTHFI

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Tokyo, Japan

WORK EXPERIENCE

- **ServiceNow Technical Consultant (2020-Present)**
 - **Rococo co. Ltd. (Rococo.co.jp).** IT solutions provider located in Osaka and Tokyo, Japan.
 - Working at ServiceNow division, assisting customers towards business process digitalization and modernization using cloud-native ServiceNow solutions.
 - Day-to-day job activities includes interact with client providing in-depth explanation of ServiceNow features and licenses, implement and configure ServiceNow platform based on customer's requirement, budget, and timeline.
 - **Helped boost ServiceNow division's quarterly profit around 15% from the plan in Q1 2021. It is the highest among other division of Rococo co. Ltd.**
 - Currently holds 3 ServiceNow Mainline Certifications.
 - Certified System Administrator (December 2020).
 - Certified Application Developer (January 2021).
 - Certified Implementation Specialist – Human Resources (May 2021).
- **Software Engineer (2017-2018)**
 - **PT. Tokopedia (Tokopedia.com).** Indonesian technology company specializing in e-commerce backed by Alibaba Group with millions of transactions per month.
 - Worked at transaction team (managing order management system) and promotion team (managing voucher and promotions distribution).
 - Day-to-day job includes contributing to software development lifecycle process (design, develop, test, monitor), helping system migration process (Perl to Golang), maintaining a large-scale codebase.
 - **Implemented the first ever Tokopedia's gamification system that was accessed by 300 million of users during the showcase event (May 2018).**
 - Tech stacks were Golang, Redis, NSQ, and more.

SKILLS

- **Programming Language**
 - Javascript, Python, Java, Golang, Perl, C#, HTML, PHP
- **Technology**
 - **Information Systems related:** IT Infrastructure Library, IT Service Management, Knowledge Management System, HR Service Delivery, ServiceNow Platform.
 - **Software Engineering related:** Web Service, REST API, Java Spring Framework, Java Play Framework, ReactJS, AngularJS.
- **Soft skills**
 - Communication, Project Management, Leadership, Work Ethics, Teamwork.
- **Language**
 - English (IELTS 7.0), Japanese (N3 Level), Indonesian (native).

EDUCATION

- **Master of Engineering; Graduate School of Information, Production, and Systems; Waseda University (2018-2020)**
 - Cumulative GPA is 3.20 out of 4.00.
 - Master thesis: Analysis on the Usage of Topic Model with Background Knowledge inside Discussion Activity in Industrial Engineering Context.
 - Published in IEEE SmartIoT 2020. <https://ieeexplore.ieee.org/document/9192401>
- **Bachelor of Computer Science; Faculty of Computer Science; Universitas Indonesia (2013 – 2017)**
 - Cumulative GPA is 3.52 out of 4.00.
 - Undergraduate thesis: Multilabel Classification for Detecting Elements of Community of Inquiry in Sentences at Online Discussion Forums. (Field of Learning Analytics)

PROJECTS

- **Mobile Game (2020).**
 - **Metro Quarantine (android).** Educative mobile game targeted for people of Metro city, Indonesia to encourage them living a healthy lifestyle during COVID-19 pandemic.
- **Mobile Game (2016)**
 - **Chroma Warriors (android).** Android Arcade-Puzzle Game with Color Matching and Pattern Matching as the main feature.

ACHIEVEMENT

- **World Finalist in International AI Programming Contents: SamurAI Coding 2019-20 held by Information Processing Society of Japan (IPSJ) (2020).**
 - International level.
- **1st winner in Mobile Game Development Competition held on Technology Euphoria Universitas Sriwijaya (2016).**
 - **With Chroma Warriors.** National level.

ORGANIZATIONAL & COMMITTEE EXPERIENCE

- **PPI Kitakyushu (2019-2020)**
 - **Head of Organization.** *Indonesian Students Association of Kitakyushu, Japan. Cooperating with Attaché of Education and Culture of Indonesian Embassy in Japan to gather all Indonesian students in Kitakyushu, and to spread the nice and friendly Indonesian culture among international students.*
- **Student Board – Faculty of Computer Science Universitas Indonesia (2016-2017)**
 - **Internal Controller.** *Doing risk assessment and measuring the effectiveness of each activities held by the student board through 3-monthly evaluation, surveys, and regular monitoring.*
- **Basketball Club – Faculty of Computer Science Universitas Indonesia (2014-2015)**
 - **Team Leader.** *Manage all team members, coordinate weekly training, and help the team prepare for any internal competition in Universitas Indonesia.*