



## Roi Sangap Tambunan

PARTNER,  
ACCOUNT, PROJECT, PRODUCT  
MANAGEMENT | CUSTOMER  
SUCCESS | PROFESSIONAL  
SERVICES

### Details

Kayu Putih 1 No 9, Jakarta,  
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### NATIONALITY

Indonesian

### Links

[LinkedIn](#)

### Skills

- Account Management & Relationship
- Project Management & Communication Skills
- Leadership and Teamwork
- Telecom 4G, 5G Signalling
- Product Management
- Google Cloud Platform Foundation
- AWS Cloud Practitioner Essentials
- Linux System Admin & Debugging
- Network Troubleshooting & Problem Solving
- Cyber Security Foundation

### Languages

English

Indonesia

### Hobbies

Hiking and adventure trip

### Profile

- Understand the customers and our business; capture insights from customers and integrate them into solutions.
- Experience selling communications to a technical and business audience, building trust and mutual respect with technical customers and peers
- Act as a point of escalation within the solution consulting team and assist in coordination with, delivery, product, sales and operations teams
- Proven track record of serving as an effective liaison between companies and their potential and current clients to ensure customers are fully engaged
- Strong experiences in partnership and account development, product and project management, as well as client & customer success.
- Proactively identify and resolve system problems to minimize impact
- Service & result oriented, discipline, commitment, good communicator, collaboration, analysis, problem solving, motivation to learn new technologies quickly

### Employment History

#### Lead, Partner Solutions Southeast Asia at Siden, Inc, Jakarta

FEBRUARY 2020 — PRESENT

- Define the very essence of a product, design solutions to customer's problem, work with business unit to achieve business's success. Work in partnership with assigned customers to develop and drive Service Delivery and work with customers to ensure awareness
- Assist customers through the Proof of Concept (POC) process while providing report analytics in order to demonstrate value
- Product delivery : Production release market trial XL-Axiata Indonesia and Telkomsel Indonesia.

#### Manager, Partner & Product at HOOQ Digital

AUGUST 2016 — JANUARY 2020

- Define the very essence of a product, design solutions to customer's problem, work with business unit to achieve business's success
- Liaise and working closely with partners to get better understanding on requirements to build valuable, useable product to be align with customer business and roadmap
- Work cross-functionally with product, engineering, business development, partnerships, marketing to align on product launch.
- Products Released in Indonesia : Telkom, Telkomsel, Hutch-ID, Indosat, SmartFren

#### Manager, VAS Ops Service Delivery at Tech Mahindra Limited, Jakarta

DECEMBER 2015 — JULY 2016

- Constantly assess customer feedback and make necessary improvements.
- Manage and set customer satisfaction goals on various individual criteria as well as the total customer experience
- Delivery Operation of VAS systems (e.g Data Charging Services System (VHUB) , Middleware System (TIBCO) , Provisioning system (Comptel), Notifications System, Voucher Product Management System (VMS

#### Senior Service Manager, Carrier Affairs Southeast Asia at BlackBerry Limited, Jakarta

OCTOBER 2013 — OCTOBER 2015

- Responsible all BlackBerry services (Network, Provisioning, Signaling, and integration) Hands on (troubleshooting) to system Virtual SIM Solution to

obtain logs and support and provide deep analysis in terms of networking and signaling and integration between BlackBerry towards carrier partners.

- Project Delivery: Telkomsel Routing Migration Lease-line to GRE Tunnel & XL-Axis traffic migrations

### **Senior Delivery & Support Engineer at Tango Telecom, Ltd, Jakarta**

NOVEMBER 2008 — JUNE 2013

- Provide and ongoing support as Tier3 to customer who use the Tango Telecom solution. The area of support is including OS level until application software installation, Acceptance Test Procedure (ATP) and training customer Bakrie Telecom and Indosat GSM/CDMA
- Integration/configuring SS7/Sigtran(M3UA), Charging (Diameter SCAP1 & SCAP2, SMPP+), SMPP, UCIP Air Interface (Ericsson). Diameter Based Protocol AVP(s) – Gx Interface
- SMSC Project Delivery : Indosat Indonesia, Bakrie Telecom, Airtel Africa, Zain Africa

### **Senior Delivery & Support Engineer at Mavenirs System (Formerly Comverse Technology, Inc), Jakarta**

JANUARY 2006 — NOVEMBER 2008

- Provide implementation and ongoing support as Tier3 to customer that using the Comverse solution. The area of support is including software and hardware maintenance.
- Project Delivery: XL-Axiata, Hutch Indonesia, Telkomsel Indonesia, Mobile-8 Indonesia

### **Engineer, IN-VAS Operation at Mobile-8 Telecom, Jakarta**

MAY 2005 — DECEMBER 2005

- Responsible for maintaining and developing a client network system which connected to content providers. Daily operation on Intelligent Network (IN), Value Added Services (VAS) operation support which are SMSC, Network Connectivity.

### **Telecom Network Support at PT. Unocal Indonesia (Chevron)**

JULY 2003 — MAY 2005

- Responsible for maintaining networking systems, telecommunication and IP-PBX and CISCO IP Telephony, LAN and WAN, and operation Support Nortel IP-PBX and Cisco IP-Phone Configuration.

## **Education**

### **Bachelor, Institut Teknologi Indonesia, Serpong**

AUGUST 1997 — OCTOBER 2003

Telecommunications

## **Courses**

**Project Management**, held by Hacktiv8 - Jakarta

**Product Owner**, held by Hacktiv8 – Jakarta

**UPCC, SMSC, USSD, SMS Firewall**, held by Tango Telecom - Kuala Lumpur

**Telecom Voice & Data Network Signalling**, held by Comverse Technology, Inc - Hong Kong

**Advance SMSC System**, held by Comverse Technology, Inc - Tel, Aviv