



WINDYKA SHAGARA

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62 PURNABHAKTI, 77113 TARAKAN, KALIMANTAN UTARA, INDONESIA

PROFILE

A highly motivated individual with discipline, punctuality, perseverance and have 6 years of experience in IT development, Data and Business analyst. Have a desire to continue to learn, such as analytical skills, creative thinking and self-development. This is a work experience in the IT and telecommunications industry that allows him to master IT tools such as office, Tableau, Photoshop, UI/UX, Vue, Javascript ,HTML, CSS.

CAREER SUMMARY

Business and Performance Management (Assistance Manager)

Koperasi Telkom Samarinda | Jan 2020 - Aug 2021

- Handling several project for developing Internal IT tools and Website for company profile
- Setting division goals, task, and deadlines as well as resolving/providing solutions for any issues
- Performing root cause analysis to identify potential issue in division to provide mitigation plan and design improvement/efficiency process
- Reporting division progression , performance on daily, weekly, monthly and Quartal
- Operational monitoring is carried out in accordance with the SOP, and reviewing the SOP is feasible or not

Witel Operation Center (Team Leader)

Telkom Kalimantan Utara | Sept 2017 - Jan 2020

- Monitoring and Analyze the quality of Operation Provisioning/Assurance
- Monitoring progression all of Provisioning and Assurance
- Supporting Operation Manager on Data and Analyze
- Setting team goal as well as resolving solutions
- Reporting progression on daily, weekly, monthly and Quartal

Project Management (Team Leader)

Telkom Akses | 2015 - 2016

- Handling several project for build up network in the new areas
- Monitoring and analyze quality of outcomes project development in the several area
- calculate risk and investment cost of project development

FORMAL EDUCATION

University of Mulawarman , Samarinda

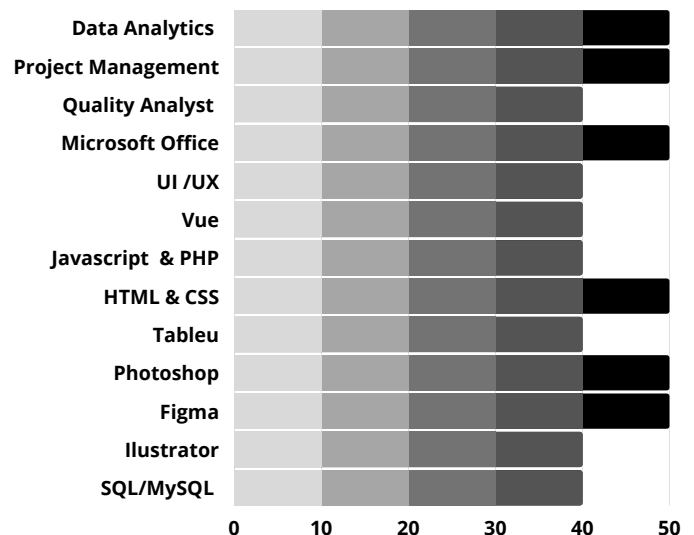
Bachelor of Computer Science

- Attend from Sept 2010 to Agust 2016, GPA 3.49/4.00
- Thesis : "Sistem Pengambilan Keputusan Penentuan Wilayah Migrasi Pelanggan Internet menggunakan metode PROMETHEE in PT Telkom Indonesia, Samarinda

ORGANIZATION

- Student Association SMA Negeri 2 Tarakan
- Head of Science Division of Student Association at Computer Science Mulawarman University
- Secretary of strategic research of Student Executive Board Mulawarman University
- Member of Islamic Association of Faculty MIPA
- Member of Photography Tarakan community

EXPERTISE



VOLUNTEERING

- Head of Photography Telkom Kaltara Community, Tarakan 2019-2020
- The committee for the 17 August ceremony for all Tarakan BUMN offices, Tarakan, Aug 2019
- Mentor and Speaker for Student Association SMA Negeri 2 Tarakan, 2012
- Assistance Computer Science's Lab , Samarinda, 2011-2013
- Students Journalist Tarakan-Nunukan | 2009

TRAINING

- Build up and Bispro KPRO 2019 | 2019
- Technical and Sales management | 2019
- Supervisory Management | July 2016
- one hour code by code.org
- Interpersonal and Commucation skill | Aug 2016
- TCP/IP by Telkom Indonesia | May 2016

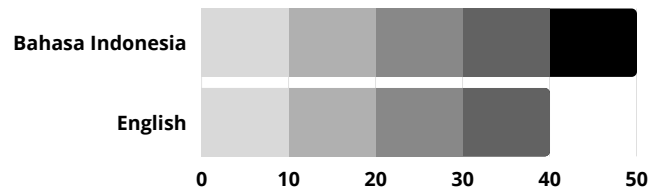
ACCOMPLISHMENT

- Excellent Grades for programmer camp by Camp404 | 2021
- 3 th winner of Photographer by Bea Cukai | Tarakan 2019
- Best Performance for DSHR award by Telkom Akses | Bandung 2015
- Best revenues by Telkom Akses | Bandung 2015
- Award as best TL | Bandung 2015
- Top Customers Experience for Project Management | Samarinda 2015
- Best Employe operational | 2015

PERSONAL DETAIL

Nasionality : Indonesian
Marital Status : Unmarried
Portfolio web : <https://shagara2112.github.io/ws/>
Linkedin : <https://www.linkedin.com/in/windyka-shagara-86015499/>
Address : 62 Purnabhakti, 77113 Tarakan,
Kalimantan Utara, Indonesia

LANGUAGE



ANOTHER EXPERIENCE

Operational Support for OC3, Infomedia

April 2014 - March 2015

- Handling Helpdesk operational for troubleshooting Internet
- Coordinates with PLASA Telkom for new and assurance customer

An Internship Customer Service for Telkom Indonesia, Samarinda

October 2013 - April 2014

- Handling Sales Operational
- Manage schedule and remapping sales area so as not to crash
- Analyze customer capabilities in buying internet packages

Mentor / Trainer in Broadband Learning Center, Telkom Samarinda

July 2013 - Sept 2013

- Assisting to teach UMKM Samarinda how to use internet for sell product
- Socialization and come to school how to use healthy internet

Lecture Assistance in The Mulawarman University, Samarinda

2011-2012

- Assistance course for basic programming algorithm
- Assistance course for Data Structure