

Surya Yehezki

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SUMMARY

During his career as a banker, Surya has held key roles as a Scrum Master and Change Manager, focusing on Business Process Reengineering projects of financial industry. These projects encompassed Sales Mobile Application, Underwriting System, and Collection System, spanning a range of financial products including Credit Cards, Unsecured Loans, and Mortgage. Currently, he focuses on strategic operation projects.

EDUCATION

The University of Edinburgh

MSc Business Analytics

2022 – 2023

Grade: Distinction

- Relevant Coursework: Predictive Analytics, Optimization, Web & Social Network Analytics, Heuristic Approach, Industrial Organization, Stochastic Optimization, Text Analytics.
- Dissertation: Global Value Chain (GVC) Shock Transmission - Big Data, Network Analytics, Clustering Analysis, Econometrics, Selenium Web-page Automation.

Universitas Indonesia

Bachelor of Industrial Engineering

2013 – 2017

Cumulative GPA: 3.84/4.00

- Relevant Coursework: Multivariate Analysis, Production System, Industrial Feasibility, Analytic Hierarchy Process.
- Thesis: Classifying Purchase Decision Based on User Clickstream in E-Commerce Using Web Usage Mining – Support Vector Machine (SVM) and Multi Label Classification.

PROFFESIONAL EXPERIENCES

Bank Negara Indonesia Manager – Operations Business Process Optimization

01/2024 – present

Co Project Manager for Strategic Operation Projects

01/2025 – present

Serving as Co PM across multiple operation projects:

- Centralization & standardization of operational business processes across BNI international branches, driving efficiency, and standardization across regions. The scope of services covers Remittance, Trade Finance, Treasury, Loan, and Custody.
- Assessing the document management practices, with initial focus on credit documentation, and advising on the implementation of Enterprise Content Management (ECM) as single source of truth for documentation.
- Designing and delivering a bank-wide operational dashboard encompassing transaction and system performance, while incorporating anomaly detection criteria.
- Conducting R&D for leading low-code automation (LCAP) platforms in the market to support the rejuvenation of the Loan Management System.

Co Project Manager Decision Analytics – Loan Management System

01/2024 – 12/2024

Supervising teams (5 product owner risk) responsible for risk and analytic requirements across 5 retail products simultaneously, including Credit Card, Unsecured Loan, Mortgage, Micro & Program, and SME Banking. The analytics function encompasses the advisory of several activities:

- Conducted research and developed techniques for customer profile deduplication using hybrid text analysis.
- Developed decision engine model consisting of internal & external checking rules, risk acceptance criteria, and approval strategy.
- Developed segmented limit calculation models to tailor credit limits based on sub product and facilities.
- Supported business process best practices aligned with the specified risk requirements to avoid operational risk and improve the process efficiency.

Bank Mandiri

First Senior Manager – Corporate Transformation

09/2017 – 08/2022

Scrum Master/Project Analyst

Sales Mobile Application

Led and mentored agile teams in the development of a Sales Mobile Application from defining system roadmap, gathering business requirements, project updates and presentation, development, testing, migration, and product delivery.

Underwriting System Credit Card

Led project team in the Underwriting System for Credit Cards system enhancement and delivered to 64 hubs. These capabilities empower the system to expand two business segments and enhance operational efficiency through re-optimization the process and features.

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- **Identity and Access Management**

Collaborated with IT to integrate bank-wide Identity and Access Management (IAM) application into underwriting system, enabling automated handling of user ID requests, effectively mitigating operational risk.

- **Change Manager**

- Developed Change Management Framework for business process engineering projects, applied across various stream change management execution. This framework encompasses various aspects, including implementation strategy, user impact assessment, training strategy, stakeholder management & communication, production trial run, business deployment, system monitoring & improvement, and operational handover.
- Led and assisted a change management team for Underwriting System for Credit Card, Unsecured Loan, and Mortgage system transformation in more than 1.000 branches & 7.000 Users.

Accenture**Management Consulting Intern****09/2016 – 01/2017**

Worked with Accenture team dealing with one of the biggest Transportation companies in Indonesia aimed to do a planning and budgeting transformation across parent and subsidiaries.

Astra Insurance**Service Quality Intern****06/2016 – 08/2016**

Developed Contact Centre Front End system prototype to enhance inquiry management and coordination between Inbound and Outbound team.

Bank Mandiri**Mandiri Young Leader****01/2015 – 03/2015**

Undertook Business Environment Mapping (Business Model Competitor Analysis) and conducting alpha prototyping for Tokone.com.

TECHNICAL CAPABILITY

GitHub profile can be accessed in <https://suryatheanalyst.github.io/>

Technical Software Capability: Python, R, SQL, Power BI, Weka, SPSS, Stata, Minitab, Arena, JIRA.

HONOUR, PUBLICATION, CERTIFICATION, PATENT

CERTIFICATION	Professional Scrum Product Owner (PSPO) · 2024
CERTIFICATION	Risk Management Certification · 2022
CERTIFICATION	Certified Scrum Master (CSM®) by Scrum Alliance · 2021
WORKSHOP	Project Management Workshop by Project Management Institute (PMI) · 2019
HONOUR	Indonesia Endowment Fund Scholarship Awardee · 2022
HONOUR	Second Best Graduate, Officer Development Program PT. Bank Mandiri (Persero) Tbk. · 2018
HONOUR	Second Best Industrial Engineering Graduate · 2017
HONOUR	Third Winner of National Marketing Research Competition · 2016
PUBLICATION	Classifying Purchase Decision Based on User Clickstream in E-Commerce Using Web Usage Mining · 2017