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Tentang Saya

Information Systems graduate from Multimedia Nusantara University with extensive experience in Information Technology, covering IT Governance, Risk & Compliance at Universitas Pelita Harapan, IT Asset Management at PT Bank Danamon Indonesia, IT Infrastructure Analyst at PT Esensi Solusi Buana, and IT Operations & Admin Staff at PT Siloam International Hospitals Tbk. Demonstrates a strong understanding of IT framework benchmarks including ISO 27001, ITIL, and COBIT 2019, alongside robust problem-solving and project management capabilities. Skilled in Microsoft Office, Figma, AppSheet, and WinBox, supported by foundational programming knowledge (HTML, CSS, JavaScript, Python). Key achievements include developing an AppSheet-based ticketing system that attained a 90% ticket resolution SLA for over 300 employees.

Work Experience

Universitas Pelita Harapan (Tangerang, Indonesia)

IT Governance, Risk & Compliance (May 2026 – Present)

- Formulated the IT strategic roadmap and policy direction for the IT Department, aligning technology initiatives with institutional strategic goals and contributing to a reduction in project delays.
- Led the implementation of IT governance frameworks (COBIT 2019, ITIL, ISO 27001) within the IT Department, leading to enhanced governance maturity levels and external audit readiness.
- Identified IT risks across data security, system availability, and third-party (vendor) domains, designing mitigation strategies that were integrated into institutional policies.
- Executed periodic IT audits, university accreditation evaluations, and service performance reviews, producing actionable recommendations that enhanced operational efficiency and service reliability.
- Developed a university-wide IT standardization framework supporting documentation readiness and academic program accreditation processes.
- Evaluated IT risk levels for all incoming user requests/incidents logged in the ManageEngine ticketing system to determine mitigation strategies and handling priorities.
- Managed and updated IT documentation (SOPs, policies, and operational procedures) to ensure continuous alignment with active systems and processes.

PT Bank Danamon Indonesia, Tbk (Jakarta Selatan, Indonesia)

IT Asset Management (January 2026 – May 2026)

- Coordinated and ensured the external asset auction process was executed according to procedures, delivered on time, and thoroughly documented.
- Analyzed and troubleshooted user-reported issues related to IT Asset Management via the JIRA ticketing system, ensuring resolution within the established SLA.

- Developed, updated, and optimized Policies, SOPs, and forms related to IT Asset Management to ensure effective governance and proper documentation.
- Compiled and analyzed asset data reports as a foundation for more accurate and measurable IT budgeting and planning.
- Controlled asset transfers between branches/divisions and managed inventory and backup device stock to support business continuity.
- Managed software license compliance to prevent illegal usage while optimizing IT operational cost efficiency.
- Ensured all IT assets (hardware and software) complied with regulatory standards (OJK/BI) and were fully prepared for internal and external audits.
- Managed and monitored the end-to-end IT asset lifecycle (procurement, distribution, utilization, to secure disposal) in accordance with banking standards using the FAS system.

PT Esensi Solusi Buana (Tangerang, Indonesia)

IT Infrastructure Analyst (April 2025 – October 2025)

- Providing reliable first-line technical support to employees, including troubleshooting hardware (Laptops, Printers, POS, Kiosks, & CCTV), software (Windows & macOS), and networks used on work devices and other supporting technologies across the company.
- Managing and optimizing (conducting stock takes of) the entire lifecycle of company IT assets to ensure device availability and operational efficiency, as well as executing internal IT asset auction processes.
- Conducting active research on the latest technology solutions and trends, aligning them with company needs, and implementing technologies while ensuring compliance with IT asset management policies and procedures.
- Updating, creating, and managing Policies, SOPs, and Forms related to IT Infrastructure routines using MS Office, particularly using the draw.io application to create process flows for Standard Operating Procedures (SOPs).
- Auditing IT work device assets (Laptops, Mobile Phones, and Printers) across all employees and company branches to implement and manage processes that support optimal asset utilization and cost savings.
- Providing training and guidance to employees on the use of HR technology platforms to improve adoption, usage effectiveness, and user satisfaction.
- Basic knowledge of networking (LAN/WAN, routers, access points, firewalls).
- Experience using cloud-based software (Google Workspace, Microsoft 365).
- Configuring Firewall rules filtering to block websites and implementing Internet Load Balancing for 2 ISPs (First Media & iForte) using MikroTik.
- Creating a captive portal for PT Esensi Solusi Buana's internet network using UniFi Controllers and MikroTik.
- Relocating and installing internet network routers from one location to another, pulling internet network cables, and configuring internet bandwidth settings in UniFi.
- Developing and implementing a ticketing system using AppSheet to improve the operational efficiency of the Human Resources Department, achieving a 90% ticket resolution SLA for a total of 500 employees, thereby enhancing IT team performance.

PT Siloam International Hospitals Tbk. (Tangerang, Indonesia)

IT Operations & Admin Staff (April 2024 – April 2025)

- Regularly updating, creating, and managing Policies, SOPs, and Forms related to IT Infrastructure team routines using Microsoft Office, specifically Microsoft Visio to create Standard Operating Procedure (SOP) process workflows.
 - Assisting in the dissemination of Policies, SOPs, and Forms to enhance understanding across Siloam IT Units nationwide.
 - Coordinating with relevant IT teams regarding data requests for document revisions.
 - Supporting the Regional IT team for all IT teams across 43 Siloam Hospitals Group units in Indonesia.
 - Reporting directly to the Information System Operations Department Head.
 - Providing general advice, recommendations, and input related to hospitality services.
 - Representing the company in designated matters as requested.
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Education**Universitas Multimedia Nusantara (August 2018 – July 2023)**

Information Systems – Passed (GPA 3.25/4.00)

- My final project was auditing an IT company using the ITIL (Information Technology Infrastructure Library) and COBIT 2019 (Control Objectives for Information and Related Technology) frameworks, titled 'Measurement of Information Technology Governance Capability Using the COBIT 2019 Framework at PT XYZ.' Ref: <https://doi.org/10.33379/qtech.v7i4.3141>
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Honor & Certification

- Received Certificate of Completion from dibimbing.id for Advanced Microsoft Excel 365 Training.
- Awarded Certificate of Participation in the SHG Cyber Security Champion Program 2024 at Siloam Hospitals Group.
- Earned Certificate from TÜV SÜD Indonesia for participating in Implementation of ISO/IEC 27001:2022 and Transition to ISO/IEC 27001:2022 at Siloam Hospitals Group.
- Obtained UI/UX Design Certificates from online courses on MySkill, Skill Akademi, and Habis Kerja.
- Earned Certificates for Docker - Containerized Application Development, REST API with Express (Node JS) & MongoDB, REST API with Lumen Laravel, and Python for Data Science from Skill Akademi.
- Earned CISDV Certification from Cybertrend Data Academy as a Specialist in Data Visualization.