

HERI WIBOWO

*Data Analyst | SQL & Python | IT Application Support
| Infrastructure Monitoring*

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EXECUTIVE PROFILE

IT professional with 8+ years of experience in application support, infrastructure monitoring, database operations, scheduler monitoring, incident handling, troubleshooting, and technical coordination across banking, public-service, and enterprise environments. Strong background in SQL-based data operations, operational reporting, application monitoring, log analysis, data preparation, and problem solving. Currently focused on developing a career in Data Analyst or Data Engineer roles by combining hands-on IT operations experience with Python, SQL, data visualization, machine learning fundamentals, cloud, AI, Microsoft Fabric, Azure, AWS, and business intelligence skills.

CORE COMPETENCIES

Data Analytics	SQL, Python, Microsoft Excel, Google Sheets, Data Cleaning, Data Preparation, Data Processing, Data Visualization, Data Storytelling, Business Intelligence Tools
Data Engineering & Systems	Database Operations, Microsoft SQL Server, MySQL, API, Kafka Monitoring, RabbitMQ Monitoring, Scheduler Monitoring, File Receivable Monitoring
IT Operations	Application Support, Infrastructure Monitoring, DC/DRC Monitoring, Incident Management, Troubleshooting, SLA-based Escalation, WebLogic, NAS Configuration
Cloud, AI & Automation	Google Cloud Fundamentals, AWS Cloud & Gen AI Fundamentals, Microsoft Azure, Microsoft Fabric, Machine Learning, Fundamental Deep Learning, AI & Automation Fundamentals
Professional Strengths	Analytical Thinking, Problem Solving, Technical Documentation, Reporting, Cross-functional Coordination, Team Coordination

LEADERSHIP & SELECTED IMPACT

- Led IT support and monitoring activities for DC/DRC infrastructure and critical applications, including incident ticketing, escalation, and shift reporting.
- Monitored multiple banking services and supporting systems, including BRImo, IB Bisnis, RTGS, Kliring, BI-FAST, CMS, BRICaMS, DWH, Kafka, RabbitMQ, and scheduler processes.
- Developed a web-based IT asset management application to improve asset recording, tracking, and documentation processes.
- Supported database setup, SQL query execution, data synchronization, and UAT/UIT documentation for telephony billing application implementations.

CAREER HISTORY

IT Support Team Lead | PT. Karya Putra Surya Gemilang - BPJS Ketenagakerjaan
Aug 2025 - Present | Jakarta, Indonesia

- Lead and coordinate IT support monitoring activities for Data Center and Disaster Recovery Center infrastructure using monitoring dashboards such as Optimon.
- Monitor critical external services, including PERISAI, EPS, SIPP, LAPAKASIK Online, SSO, and the official corporate website.

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- Monitor internal operational systems such as SMILE, SIMFONI, and HCIS to support service availability and employee productivity.
- Use ManageEngine, Elastic Stack/ELK, Cloudera, and Trend Micro to detect alerts, anomalies, infrastructure issues, log errors, big data ecosystem health, and security risks.
- Create incident tickets through Simpony, coordinate escalation to relevant technical teams or vendors, and prepare shift reports covering system health, alerts, follow-up actions, and incident statistics.

IT Staff | PT. Taihei Dengyo Kaisha

Nov 2024 - Aug 2025 | Jakarta, Indonesia

- Managed IT asset inventory, including laptops, PCs, printers, software, and supporting office devices.
- Provided technical support for Head Office and site users covering hardware, software, network, and daily operational system issues.
- Installed, configured, maintained, and troubleshoot Windows operating systems, office applications, email accounts, NAS storage, and network-connected devices.
- Researched IT needs, compared product specifications, coordinated vendors, and supported procurement decisions for electronic and IT equipment.
- Built and maintained the company profile website and developed a web-based IT asset management application to improve asset documentation and tracking.

IT Application Support | PT. Lawencon Indonesia - Bank BRI

Oct 2022 - Nov 2024 | Jakarta, Indonesia

- Performed BRImo application parameterization and menu testing, including feature checks for BRIPoin.
- Handled operational data retrieval for BRITASPEN Cashpooling and account statement management through CMS.
- Monitored BRICaMS DWH, IB Bisnis scheduler, Mass Transfer schedules, deposit disbursement jobs, and critical banking services including BRImo, RTGS, Kliring, BI-FAST, CMS, and BRICaMS.
- Executed EOD and BOD processes for BRICaMS and troubleshoot stuck processes, scheduler issues, WebLogic requirements, and service interruptions.
- Monitored file receivable, Kafka, RabbitMQ, CMS database, and OCP-to-database connectivity, then documented monitoring results, checks, and troubleshooting actions.

Software Engineer | PT. Datacom Solusindo

Oct 2017 - Oct 2022 | Jakarta, Indonesia

- Tested new applications before client-side installation and prepared UIT/UAT documentation for testing, implementation, and handover evidence.
- Installed and configured Microsoft SQL Server and MySQL databases for telephony billing application deployments.
- Synchronized phone-user data into the Billing Telepon application and executed SQL queries for operational data management.
- Coordinated with PABX teams to ensure raw data could be generated, read, and integrated with the billing application.
- Provided user training, remote support, application updates, maintenance, troubleshooting, and technical coordination with customers and internal teams.

KEY PROJECTS

- **Web-Based IT Asset Management Application:** Developed an internal web application to support IT asset recording, tracking, maintenance documentation, and structured asset management.

- Company Profile Website: Built and maintained a company profile website, including content updates and feature improvements for corporate information needs.
- Billing Telephony Database & Integration Support: Supported database configuration, SQL query execution, data synchronization, and PABX integration for client-side telephony billing systems.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Information Systems | STMIK Bani Saleh | Jul 2012 - Nov 2016 | Bekasi, Indonesia

Relevant Courses: Belajar Dasar AI - Dicoding, Google Cloud Partner; Belajar Dasar Cloud dan Gen AI di AWS - Dicoding, AWS; Memulai Pemrograman dengan Python - Dicoding, Google Developer; Belajar Machine Learning untuk Pemula - Dicoding, Google Developer; Belajar Fundamental Deep Learning - Dicoding, Google Developer; Belajar Penerapan Data Science dengan Microsoft Fabric - Dicoding, Microsoft; Membangun Aplikasi Gen AI dengan Microsoft Azure - Dicoding, Microsoft; Belajar Fundamental Pemrosesan Data - Dicoding, Google Developer; Belajar Dasar Visualisasi Data - Dicoding, Google Developer; Belajar Dasar Structured Query Language (SQL) - Dicoding, Google Developer

Planned / In Progress: Certified Cybersecurity Educator Professional (CCEP) - Red Team Leaders (Planned); Bank Mandiri Mobile Apps Developer Project Based Internship Program - Rakamin, Bank Mandiri (Planned)

ADDITIONAL INFORMATION

Driving License: A and C | Open to Data Analyst, Data Engineer, IT Application Support, Infrastructure Monitoring, and IT Support Team Lead roles | Comfortable with shift-based operations, SLA-driven incident response, technical documentation, and cross-functional coordination