



# IMAMMULARIF, S.Kom

IT Operations & Data Analytics | SQL | Python | Business Intelligence

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📍 Jakarta, Indonesia

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## PROFESSIONAL SUMMARY

IT professional with experience in technical support, IT operations, and data-driven business support. Experienced in SQL, data validation, troubleshooting, reporting, and process improvement across enterprise environments. Previously contributed to operational data management and incident resolution at PLN Icon Plus (PLN Group), achieving high data accuracy and SLA compliance. Currently working as an IT Helpdesk at Bank Raya Indonesia, supporting operational systems, incident handling, and end-user support within the banking industry. Passionate about Data Analytics, Business Intelligence, IT Operations, and emerging technologies, with a strong commitment to continuous learning and problem-solving.

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## PROFESSIONAL EXPERIENCE

### Information Technology Helpdesk – PT Bank Raya Indonesia

South Jakarta, Indonesia | Jun 2026 – Present

- **Technical Troubleshooting & User Support** : Provide technical assistance and troubleshoot hardware, software, and application-related issues to ensure service continuity within banking operations.
- **Incident Handling & Service Management** : Manage incident identification, tracking, and resolution in accordance with operational procedures and established Service Level Agreements (SLAs).
- **User Access & System Administration** : Support user access management, device configuration, and technical escalation coordination to maintain secure and efficient IT service delivery.
- **IT Operations & Governance** : Contribute to enterprise IT operations by adhering to security standards, documentation practices, and structured IT service governance.

### Junior Technical Support – PLN Icon Plus

South Jakarta, Indonesia | Nov 2023 – Dec 2024

- **Data Validation & Query Optimization** : Enhanced data accuracy to >99% by implementing SQL-based validation processes, minimizing data anomaly risks, and ensuring faster, more reliable reporting to management.

- **Process Automation** : Automated manual reporting workflows using Excel Macros and optimized SQL queries, reducing data processing time by 20% while significantly increasing team operational efficiency.
  - **Access Management & Migration** : Managed data migration for 100+ users to the FRAOnline platform utilizing Role-Based Access Control (RBAC), strengthening data integrity security and accelerating user access provisioning turnaround time.
  - **Data Troubleshooting** : Resolved 400+ data-related technical incidents with a success rate of >95% based on SLA guidelines, maintaining the stability of daily operational data retrieval systems.
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## TECHNICAL SKILLS

- **Database & Querying** : SQL (PostgreSQL, Microsoft SQL Server, BigQuery)
  - **IT Support & Operations** : Help Desk Support, Application Support, Incident Management, Troubleshooting
  - **Monitoring & Collaboration Tools** : Grafana, Log Analysis, Jira
  - **Programming & Data Processing** : Python (Pandas, NumPy), Excel (Advanced / Macro)
  - **Data Analytics & Business Intelligence** : Data Analysis, Data Validation, Dashboard Reporting, Looker Studio
  - **Data Engineering** : ETL Pipelines, Data Cleaning & Validation
  - **Cloud & Data Tools** : Google Cloud BigQuery, Microsoft Fabric
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## EDUCATION

Universitas Teknologi Yogyakarta

Bachelor of Informatics | Sleman, Yogyakarta | 2019 - 2023 | GPA: 3.14 / 4.00

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## PROJECT

- **Personal Data Analytics Portfolio** : YouTube Tech Trends Analytics: Analyzed 1,000+ video records using SQL & Looker Studio to build data pipelines and deliver actionable content engagement insights.
- **Natural Image Classification using CNN** : Building a CNN using TensorFlow/Keras for classification of 8 categories of natural images with 85%+ accuracy. Optimized the model for deployment using TensorFlow Lite and TensorFlow.js.
- **Smart Face Attendance System (Undergraduate Thesis)** : Implemented a biometric attendance system utilizing the Local Binary Patterns Histograms (LBPH) algorithm for real-time automated face recognition and log tracking with high precision.

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## CERTIFICATIONS

- **HackerRank** : SQL (Advanced)
- **Google Cloud x Dicoding** : Data Analytics & Cloud (BigQuery, Data Warehouse, Gemini)
- **Microsoft Elevate x Dicoding** : Data Science with Microsoft Fabric, Building Machine Learning Systems, Generative AI with Azure
- **IBM SkillsBuild x Dicoding** : Introduction to Artificial Intelligence, Fundamentals of Deep Learning, AI Ethics
- **DBS Foundation x Dicoding** : AI, Python & Machine Learning (Basic)
- **Microsoft** : Microsoft Office Specialist (MOS) Word 2019

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## LANGUAGES

- **Bahasa Indonesia** : Native speaker
- **Bahasa Inggris** : Professional Working Proficiency