Imammul Arif

Product Operations | Data Analyst | SQL Specialist

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Product Operations and Data Analysis professional with 1.5+ years of experience in fintech and telecommunications. Experienced in analyzing digital transaction issues, investigating operational discrepancies, performing SQL-based data validation, and identifying root causes across business applications and payment systems. Handled 550+ technical and operational incidents with resolution rates above 95%. Skilled in SQL, PostgreSQL, Microsoft SQL Server, Python/Pandas, Grafana, and Jira, with practical experience in digital banking operations, payment processing, data analysis, and process improvement.

CORE SKILLS

Product Operations | Data Analysis | SQL Querying | Business Process Analysis | Transaction Analysis | Root Cause Analysis (RCA) | Incident & Problem Management | Data Validation | Payment Operations | Data Reconciliation | Application Monitoring | Process Improvement

EXPERIENCE

Product Operations - Digital Problem Management Jun 2026 – Sep 2026
PT Bank Raya Indonesia Tbk, Digital Operation Division | South Jakarta, Indonesia

- **Digital Product Operations :** Investigated 150+ incidents across digital banking products and services, achieving a 96% resolution rate.
- **Transaction Analysis :** Analyzed QRIS, interbank transfers, e-wallet transactions, and merchant settlements to identify transaction failures, balance discrepancies, and settlement delays.
- **Application & Feature Analysis :** Investigated Raya 2.0 application issues involving biometric verification, customer data validation, login and activation, and debit card integration.
- **Cross-functional Collaboration :** Coordinated issue investigations with internal engineering teams and 9+ external banking and payment partners.
- **Data Analysis & Monitoring :** Used SQL and Grafana to support data validation, application monitoring, and operational investigations.

Technical Support Nov 2023 – Dec 2024
PT Indonesia Comnets Plus (PLN Icon Plus) | South Jakarta, Indonesia

- **Technical Incident Resolution :** Investigated and resolved 400+ data-related technical incidents and network support issues, maintaining a resolution rate above 95% in accordance with corporate SLA requirements.
- **Process Automation :** Automated recurring operational reports using Excel VBA and optimized SQL queries, reducing data processing time by 20%.
- **Data Validation & Reporting :** Performed SQL-based data validation and system troubleshooting, maintaining data accuracy above 99% in reporting processes.
- **Data Migration & Access Control :** Supported the migration of 100+ active enterprise users to the FRAOnline platform, applying Role-Based Access Control (RBAC) practices to help maintain data integrity and access control.

TECHNICAL SKILLS

- **Database & Querying :** SQL, PostgreSQL, Microsoft SQL Server
- **Programming & Automation :** Python (Pandas), Microsoft Excel, Pivot Tables, Excel VBA/Macros
- **Monitoring & Support Tools :** Grafana, Jira, Confluence, DBeaver
- **Business Systems & Operations :** Digital Banking Applications, QRIS & Payment Operations, Banking CMS, Maker-Signer Workflows

EDUCATION

Yogyakarta University of Technology (UTY) Sep 2019 – Jul 2023
Bachelor of Informatics | GPA 3.14

CERTIFICATIONS

- HackerRank - SQL (Advanced), 2025
- Microsoft Elevate × Dicoding - Data Science & Machine Learning Systems, 2025
- Microsoft Elevate × Dicoding - Generative AI, 2026
- IBM SkillsBuild × Dicoding - AI & Deep Learning Fundamentals, 2025
- RevoU - Mini Course in Software Engineering (2025) & Data Analytics (2026)
- Google Cloud - Selected Skill Badges in BigQuery and Cloud, 2025

LANGUAGES

- **Bahasa Indonesia :** Native
- **English :** Intermediate

PORTFOLIO

Technical Portfolio :
https://imammularif.github.io/portfolio-V2.0

Selected projects in SQL analytics, data processing, Python, machine learning, and application development. Includes practical work demonstrating technical problem-solving and data analysis skills.