

# DEDI N.

## Senior Business Analysis

### SUMMARY

- Highly skilled Business Analyst with more than 10 years of Banking experience;
- Strong skills with Data in banking and financial projects;
- Has the ability to understand business needs and provide an effective and appropriate solution;
- Capable of analyzing a wide range of business needs in the banking and financial industries;
- Experience working as a financial industry tutor;
- Strong communication skills;
- English: Upper-Intermediate.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Business Analysis, Financial Services, Office 365
<b>UI Frameworks, Libraries, and Browsers</b>	CSS, HTML
<b>Data Analysis and Visualization Technologies</b>	Business Analysis, Requirements Analysis
<b>UI/UX/Wireframing</b>	Adobe Photoshop
<b>Methodologies, Paradigms and Patterns</b>	Agile, BEM
<b>Third Party Tools / IDEs / SDK / Services</b>	Office 365
<b>Other Technical Skills</b>	Data Analytics, Documentation, Electronic Data Capture (EDC), My Requests65, Project Planning, Risk Management, Sales Tool Kit

## EXPERIENCE

### **Business Officer of Business Center & Communication Division, PT BANK BCA SYARIAH - Jakarta, Indonesia**

Jun 2021 - present

#### **Responsibility:**

- Analyze business data: customer database (bank account, AUM), financing and funding data.
- Create programs & projects for branch business development (financing and funding)
- Monitoring achievement of Key Performance Index (KPI) all branches.
- Best achievement:
  - Achievement of KPI: Grade A
  - BCA Syariah Innovation Award 2022 - Gold Category

### **Business Officer of Retail & Consumer Division, PT BANK BCA SYARIAH - Jakarta, Indonesia**

Aug 2019 - May 2021

#### **Responsibility:**

- Developed retail and consumer financing products: car loans, mortgage, umrah finance, gold finance, and small medium enterprise finance.
- As a reviewer for financing (loan) analysis.
- Best achievement:
  - BCA Syariah Innovation Award 2022 - Finalist

Project Officer of Human Capital, PT BANK BCA SYARIAH - Jakarta, Indonesia

Dec 2018 - Jul 2019

#### **Responsibility:**

Worked on several projects in the Human Capital Division. I was assigned to:

- Implement an online-based Sales Tool Kit.
- Improved business performance of the Sharia Services Unit,
- Implement an SLIK summary application from holding company (BCA) to BCA Syariah.
- Project leader of BCA Syariah Innovation Award.

### **Branch Manager, PT BANK CENTRAL ASIA, TBK - Sorong, West Papua, Indonesia**

Feb 2016 - May 2018

#### **Responsibility:**

- Responsible for achievement of business targets: commercial loan, SME loan, mortgage, car loan, credit card, EDC, banc assurance, CASA, and third parties funds.
- Managed people. I had 1 (one) supervisor in customer service and 1 (one) supervisor in operation support (teller and back office) and led 21 other staff.
- Best achievement:
  - Best sales of AIA banc assurance
  - Achievement of KPI: Grade A

Priority Banking Head, PT BANK CENTRAL ASIA, TBK - Jayapura, Papua, Indonesia



May 2014 - Jan 2016

**Responsibility:**

- Handled priority customers of BCA (High Net Worth Customers)
- Responsible for achievement of business target: third party funds, CASA, bonds, mutual funds, mortgage, car loan, credit card, and maintaining customer relationship.
- Best achievement:
  - Best business target achievement (national level) Priority Banking Unit (Silver Class)
  - Second place
  - Best Kaizen project

**Operational Supervisor, PT BANK CENTRAL ASIA, TBK - Manokwari, West Papua, Indonesia**

Nov 2012 - Apr 2014

**Responsibility:**

- Supervised customer service and back office units of a new branch in Manokwari, West Papua.
- Responsible for achievement of business targets: opening bank account, credit card application, Electronic Data Capture (EDC) application, and banc assurance.
- Resolved customer complaints and requests.
- Managed EDC, ATM, and branch facilities and infrastructure.
- Best achievement:
  - BCA Innovation Award 2014 - Winner
  - Best sales of AIA banc assurance.
  - Achievement of KPI: Grade A

**BCA Development Program Trainee, PT BANK CENTRAL ASIA, TBK - Jakarta, Indonesia**

Oct 2011 - Oct 2012

I joined Management Trainee in BCA named BDP. BDP (BCA Development Program) has 1 (one) year full curriculum of banking knowledge. This program prepares future leader of the company.

**R&D Supervisor, LG ELECTRONICS - Tangerang, Indonesia**

Aug 2010 - Aug 2011

**Responsibility:**

- As a Project Leader of Product Development Unit.
- Responsible for several tasks: product concept planning, project planning, product designing, and product testing for mass production based on buyer requirement.
- Analyze product profit based on buyer requirement and made profit reporting periodically.

**EDUCATION**

**INSTITUT TEKNOLOGI SEPULUH NOPEMBER, Bachelor of Industrial Engineering - GPA 3.0**

Surabaya (2005 - 2010)



## **SMA NEGERI 3 (PLUS) RANTAU UTARA**

Sumatera Utara (2002 - 2005)

Science

Best achievement: 1st Place (district level) National Chemistry Science Olympiad 2003

## **CERTIFICATES**

- Risk Management Level 2 - LSPP (2022)

## **ORGANIZATION EXPERIENCE**

- Indonesia Christian Student Movement (GMKI)
- Executive Council of Student (BEM) of ITS
- Student Senate of Industrial Engineering Department of ITS
- Bona Pasogit Student Organization (MBP) of ITS

