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

Main Technical Skills	Business Analysis, Financial Services, Office 365
Data Analysis and Visualization Technologies	Business Analysis, Requirements Analysis
UI Frameworks, Libraries, and Browsers	CSS, HTML
UI/UX/Wireframing	Adobe Photoshop
Methodologies, Paradigms and Patterns	Agile, BEM
Third Party Tools / IDEs / SDK / Services	Office 365
Other Technical Skills	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
Responsibilty:

- 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
Responsibilty:

- 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
Responsibilty:
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
Responsibilty:

- 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
Responsibilty:

- 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
Responsibilty:

- 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
Responsibilty:

- 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 ff ITS
- Bona Pasogit Student Organization (MBP) of ITS