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Rommy S.

Senior IT Operation Support Manager

SUMMARY

- As a Senior IT Operations Support Manager in mining and banking with more than 25 years of experience with a proven ability to complete complex and challenging improved. With areas of expertise including, but not limited to Operation Support/Project management, agile practices, mining, transaction banking, business process management, software development lifecycle, and IT managed services
- Produced new application releases from systems development staff or software suppliers and ensured the continued support of the service thereafter. Improved with comprehensive business/technical skill set and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure. Generated guides organizations in applying technology to business settings provide added value and create project deliverables in a timely manner.

SKILLS

Main Technical Skills	Agile
Programming Languages	C, C#, C++, JavaScript, Swift
UI Frameworks, Libraries, and Browsers	HTML
.NET Platform	.NET
Data Analysis and Visualization Technologies	Business Analysis
Databases & Management Systems / ORM	IBM DB2, Microsoft SQL Server, MySQL, Oracle 10g, PostgreSQL, SQL
Methodologies, Paradigms and Patterns	Agile
Collaboration, Task & Issue Tracking	Jira
Operating Systems	Linux, Unix, Windows

Deployment, CI/CD & Administration	Mantis
QA, Test Automation, Security	Mantis
UI/UX/Wireframing	Microsoft Visio, UX
Third Party Tools / IDEs / SDK / Services	Office 365, Visual Studio
Web/App Servers, Middleware	Windows Server
Other Technical Skills	BI Reporting

EXPERIENCE

Product Owner – Business Analyst, PT. ACCORD INOVATIONS, Bank Negara Indonesia, Indonesia and Mandiri Bank, Indonesia

Feb 2023 - Present

Responsibility:

- As Business Analyst to accommodate some product based on Bank Indonesia Regulatory (Implementation for Request For Payment and E- Mandate)
- As Business Analyst to implementation BNI – Meverick for New Digital Banking (Setup Proxy Transfer, Profile and Setting Personalization, Debit Card Maintain)

Application Support Lead, PT. MIDAS DAYA TEHNOLOGI, Danamon Bank, Indonesia

Mar 2022 - Jan 2023

Responsibilities:

- Improved, satellite application and collaborated during process testing until implementation
- Coordinate with other service providers to facilitate troubleshooting

Business Analyst (Sept 2015 – July 2016), Project Team Lead (July 2016 – November 2018), IT Operation Support Lead (November 2018 – Feb 2022), PT. NTT DATA INDONESIA, Resona Perdania Bank, Indonesia

Sep 2015 – Feb 2022

Responsibilities:

- Improved operation work on the client runs normally every day
- Implemented Core Banking Equation Upgrading within surrounding system (SWIFT, RTGS, SKN, IB, MPN) through utilization of Message Manager system
- Improved backup process and EOD process
- Produced coordination with another team when faced with problem related



Business Analyst and Tester Lead, PT. ECOMINDO SARANA CIPTA, Commonwealth Bank, Indonesia

Jan 2022 – Jul 2022

Responsibilities:

- Implemented Bank Indonesia Regulatory Reports (SID, LBU, LBBU, LHBU, LLD, LKPBU, SIUL)
- Generated some progress status and coordinated within stakeholder

IT Operation Manager, PT. VAIA INDONESIA, Mutiara Bank, Indonesia , Bank Rakyat Indonesia, Bank Tabungan Pensiunan Nasional, Bank Sinar Harapan Bali, Graha Indotek Security, Koperasi Karyawan Auto200 and Bhumyamka

Dec 2011 – Jan 2014

Responsibilities:

- Implemented Core Banking Equation Upgrading within Web Teller
- Produced SIT / UAT process test and coordinated with another team when faced with problem related
- Implemented Loan Originator System (LOS) and Business Intelligent Report (Cognos Application)
- Implemented Point Of Sales (POS) and Global Position System Integrated for fleet transportation

Technical Project Manager, PT. ECOMINDO SARANA CIPTA, Danamon Bank, Indonesia

Jul 2009 – Dec 2011

Responsibilities:

- Implemented Allianz eSales Illustration System (AeSIS) for Assurance eSales Proposal, a Project sponsored by Allianz Assurance Indonesia
- Implemented Danamon Menjemput Impian (DMI) Phase I, II and III for Raffle application
- Implemented Management Information System (MIS) Data Warehouse (BigData)
- Implemented Electronic Data Capture (EDC) PinPad Verification using TCP / IP
- Strategized managed project and data project, produced and monitored documents related to SDLC, improved troubleshooting and problem solving streamlined meeting conduction with stakeholder

Control System Analyst (May 2004–Aug 2006), Business Analyst (Aug 2006–Jul 2009), PT. INTERNATIONAL NICKLE COMPANY (INCO)

May 2004 – Jul 2009

Responsibilities:

- Improved Equipment Delay System (EDS) for INCO as a pilot project and INCO Corporate in Sudbury and Thomson Site
- Implemented for some application for Production Support Mining area (a like PProduction server failover, Mine Modular System (MMS), Plant Information Management System (PIMS), Integrated Metal Accounting System (IMAcS) also some application or system production support



- Increased standard operation and training increased for standard operation and training for mine operation related IT application
- Strategized managed project and data project, produced and monitored documents related to SDLC, improved troubleshooting and problem solving streamlined meeting conduction with stakeholder and manage budget allocation

PT. KIANI KERTAS

Dec 1996 – May 2004

Responsibilities:

- Implemented and upgraded for Exchange Server and Windows Server
- Implemented migration processed for MIMS Open Enterprise (MIMSOE) and Upgraded System HP-UX for Finance and Backup System
- Executed and produced SOP and system daily checked

EDUCATION

GUNADARMA, STMIK

1991 - 1996

S-1 graduate, majoring in Information Management with a GPA of 2.7 and as a member of the student senate in the field of nature lovers and becomes class president

Training & Course

- IT Security Awareness, Bank Danamon, Jakarta, May 2022
- EQUATION – Fundamental, FINASTRA, Jakarta, June 2021
- IT Business Analyst – BABOK, PT. Andalan Teknologi Inovasi, Jakarta, June 2016
- IT Vendor Acquisition, Standard Term & Condition, Bank Danamon, Jakarta, January 2011
- IT Security Awareness, Bank Danamon, Jakarta, June, 2010
- IT Quality Agent, Bank Danamon, Jakarta, April, 2010
- Software Development Life Cycle Process Awareness, Bank Danamon, Jakarta, March 2010
- Pengawas Operasional Pratama (POP) Departement Mineral & Pertambangan, Soroako-SulSel, Agustus, 2008
- Stratum 2 Behavior Competency, PT. INCO–HROD, Soroako-SulSel, November 2007
- Business Object (BO) XI Concept, Iverson, Kuala Lumpur-Malaysia, May 2007
- Project Management Fundamental-Workshop, PT. INCO–HROD, Soroako-SulSel, May 2007
- LIMS Basic for Administrator I, LABWARE, Australia, March 2006
- Advance Web and HMI system using ICONICS, Wifgansindo, Jakarta, February, 2006
- Analyst and Goal a Project with MS-Project 2003, EqTrain, Jakarta, December 2005
- Microsoft Project 2000, Eq-Train, Jakarta, March 2005
- Web Developing using C# .NET Development, EqTrain, Jakarta, February 2005
- First Aid Training Level One, SOS International, Jakarta, September, 2004
- Linux Advance and Security, Indosoft, Jakarta, August 2003



- Hacking and Security, Indosoft, Jakarta, July 2003
- Oracle Technology for Linux, Inixindo, Jakarta, January 2003
- Linux Basic and Security, Indosoft, Jakarta, February 2002
- HP-UX System and Network Administrator I, Hewlett Packard, Jakarta, December 2001
- Web Developer Intermediate, Purwadhika, Jakarta June 2001
- Accelerate Training for MS win NT 4.0 Core and Administrator, Intellisys, Jakarta, June 2000
- Basic Satellite Communication, Citra Sari Makmur (CSM), Cikarang, May 1999
- MIMS 3.013N Financial Overview, Mincom Indoservices, Jakarta, October, 1997

