

DESI ARMANDA SARI

SYSTEM ANALYST | BUSINESS PROCESS IMPROVEMENT | DATA ANALYSIS & REPORTING
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PROFESSIONAL SUMMARY

System Analyst with an Industrial Engineering background who turns manual business processes in HR, recruitment and customer service into working systems. Maps as-is processes, defines business rules and data structures, and delivers tools together with users: replaced a 3-hour manual data compilation for 5 business units, cut HR's overtime recap effort by about 95%, and reduced a day-long chat QA review to under 30 minutes. Has also taken on freelance system development projects (Odoo ERP, process simulation, automation) since 2023. Strong in advanced Excel and VBA, SQL, Python and Power BI.

PROFESSIONAL EXPERIENCE

Self-employed | *Remote*

Freelance System Analyst & Developer Jun 2023 – Present

- Delivered projects for individual clients and small organizations, from requirements gathering and solution design to a working system.
- Built Odoo ERP customizations (see Hospital ERP below), FlexSim and ExtendSim process simulation models, Excel VBA tools, web-based information systems and Arduino IoT prototypes.

Cimory Group | *West Jakarta, Indonesia*

HR Development Specialist – Corporate People Analyst (Systems & Process Improvement) Aug 2026 – Nov 2026

- Replaced a manual Excel compilation of over 3 hours with a centralized FPTK & Sourcing Database for 5 business units and 25+ recruiters, covering 2,000+ manpower requests and 100,000+ candidates.
- Mapped the overtime process and turned it into an approval-based web system with location checks and email approval, cutting HR's overtime recap effort by about 95%.
- Translated sales-training needs into a Sales Academy learning platform for the Cimory and Kanzler sales teams, later handed to IT as a company-wide LMS.
- Designed the workload analysis method and processed the measurement results to determine manpower requirements.
- Managed the Employee Data Management Form (FMDK) process for promotions, transfers, permanent appointments, demotions and terminations, including data validation and multi-level approvals.
- Supported the company's HRIS migration to Pro-Int, including organizational master data (e.g., job title codes) and legacy data preparation.

HR Development Specialist – Corporate Talent Acquisition Excellence (System Improvement) Jun 2026 – Aug 2026

- Built a schema-driven Excel VBA compiler that standardized about 17 recruiter files with different formats into one dataset (GitHub).
- Automated about 60–70% of the weekly Board of Directors (BOD) recruitment report, including the Excel-to-PowerPoint update, while running end-to-end recruitment operations across business units.

PT Toyota-Astra Motor | *North Jakarta, Indonesia*

Customer Relations (System Analyst & Process Improvement) Oct 2025 – Jun 2026

- Automated QA of 1,000+ monthly live-chat tickets with a hybrid NLP engine (rules + TF-IDF) that finds the main issue, first and final replies, severity and lead time, reducing a day-long review to under 30 minutes (GitHub).
- Cut survey report generation from 1 hour to 5–10 minutes with Excel VBA that imports responses, removes duplicates and exports PDF reports for 38 branches (GitHub).
- Conducted KPI gap analysis and root-cause investigation with Toyota Business Practices (TBP), then built troubleshooting guides and probing flows to address long issue-resolution lead time.
- Contributed to the Emergency Roadside Assistance SOP for customer service agents by joining the drafting discussions (FGD) and creating the process flowcharts.
- Forecast customer traffic and analyzed actual vs forecast variance for annual planning and the BOD budget proposal.
- Supported chatbot operations through UAT, response-flow validation and verification of vendor deliverables for BAST approval.

Decision Support System Laboratory, Diponegoro University | *Semarang, Indonesia*

Coordinator of Skill & Development Division Jul 2024 – Jun 2025

- Led a team of assistant trainers as lead mentor for ExtendSim simulation (80+ participants), Python programming logic (120+) and IoT (50+) training programs.

Skill & Development Division Staff; Laboratory Assistant Jun 2023 – Jun 2025

- Taught practicums to 300+ students: Python programming logic module (180+), Arduino IoT module (150+), Information Systems with MS Access (database design and process mapping) and ExtendSim simulation.
- Taught Excel VBA automation to accounting students at the Faculty of Economics and Business so they could apply automation in their coursework.
- Tutored 100+ students on Industrial Engineering projects using MCDM methods and Odoo ERP, and led peer training for lab assistants before practicum sessions.

PT Tarindo | *Pati, Indonesia*

Administrative Intern – System Analysis & Design Jan 2024 – Feb 2024

- Analyzed the inventory process across 3 production branches, mapped the warehouse–purchasing data flow, and identified root causes of stock mismatches and late reporting.
- Proposed a centralized inventory system and built a web prototype using Rapid Application Development (RAD).

SELECTED PROJECTS

FPTK & Sourcing Database | *Cimory Group*
Python (Pandas), Streamlit, PostgreSQL

- Evolved the solution in stages: Excel VBA automation, then Python processing, then a shared web application used regularly by the team.
- Designed the relational data model, role-based access, upload cycles and audit trail for multi-user data governance.
- Defined validation and business rules: schema mapping, date and field normalization, duplicate handling, SLA calculations and dashboards for recruiter-level performance.

Overtime Management System | *Cimory Group*
Node.js, Express.js, PostgreSQL, HTML/JavaScript, Tailwind CSS

- Specified the business rules: 100-meter office geofence, approval routing by organizational structure, approve or reject from email, revision requests, and automatic rejection of overtime under one hour.
- Automated Excel recaps for HR, verifiable PDF overtime records and proof-of-work photo uploads.

Sales Academy LMS | *Cimory Group*
Node.js, NestJS, PostgreSQL, Cloudflare R2, k6, Power BI

- Built video modules with viewing-progress validation, quizzes, XP, badges, leaderboards, and a CMS with Excel bulk import so HR manages content without code changes.
- Load-tested with k6: 0.17% errors at 1,000 virtual users and 0.01% errors in a 1-hour soak test.

Hospital ERP Prototype | *Freelance*
Odoo Community Edition, Python, PostgreSQL, Docker

- Mapped procurement, inventory, pharmacy, billing, receivables, payables and finance requirements into connected ERP workflows.
- Conducted a gap analysis against native Odoo functionality and covered the gaps with custom modules and a hybrid invoicing workflow.

Thermal Comfort Monitoring Information System | *Undergraduate Thesis*
Arduino IoT, PHP, MySQL, RAD

- Built a real-time environmental monitoring system with web dashboard, historical logs and alerts; passed the defense without revision and registered the program as intellectual property (No. EC002025076498).

EDUCATION

Diponegoro University | *Semarang, Indonesia*
Bachelor of Industrial Engineering (S.T.) | GPA: 3.60/4.00 Aug 2021 – Jun 2025

- Focus: Information Systems, Production Systems, Quality Control, Ergonomics and Supply Chain.

SKILLS

- **Analysis & Process:** requirements analysis, business process mapping, gap analysis, root cause analysis (TBP), workload analysis, UAT, RAD.
- **Data & Reporting:** Excel Advanced (VBA, Power Query, Pivot Tables), Power BI, SQL (PostgreSQL, MySQL), Python (Pandas), forecasting and variance analysis.
- **Systems & Tools:** Pro-Int HRIS, Odoo ERP, Microsoft Visio, Power Automate, ExtendSim, FlexSim.
- **Solution Prototyping (AI-assisted):** Python and Streamlit, Node.js and Express, PHP.
- **Certifications:** Project Risk Management (IRMAPA, 2023); Python for Data Science series (DQLab, 2023).