# MUHAMMAD HAKIM
## IT Professional

## PROFILE

A big fan of Prophet Muhammad ﷺ

Always prioritize the interests of the company's vision and mission so that the company's strategic plan can be achieved.

I'm a happy husband and father of 2 children who seeks for the better future of my life, in career and family.

## CONTACT

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## HOBBIES

Rafting
Archery
Bilyard

## PERSONAL DATA

| | |
|---|---|
| Date & Place Born | : Palembang, 30 Oktober 1981 |
| Religion | : Islam |
| Status | : Married |
| Address | : Jl. H. Ali 1 No. 8B RT. 11 RW. 04 Kelurahan Kampung Tengah Kecamatan Kramatjati Jakarta Timur 13540 |

## EDUCATION

**Universitas Bina Darma – Computer Science**
**2002 - 2007**
Complete the bachelor degree with S. Kom title and GPA 3,51

**State Polytechnic of Sriwijaya – Telecommunication Engineering**
1999 - 2002
Complete the diploma degree with A. Md title and GPA 3,38

## WORK EXPERIENCE

**PT. JakLingko Indonesia**
2021 - Present

**Apr 2023 – Present : IT Operation Manager**
Apr 2022 – Apr 2023 : IT Operation Department Head
Apr 2021 – Apr 2022 : Tariff Schema Department Head

Responsible for day-to-day IT operations at the main office. Directly involved with procurement bidding as a technical representation.

Coordinating and make sure the project running smooth, meet the project timeline and followup technical field issues to the Public Transport Operators (PTOes).

Acting as a Person In Charge for PTR activity before any implementation or modification on JakLingko & PTOes L1 devices and JakLingko Apps.

Also validating the Proof of Concept (POC) activity for technology that planned to be implement into JakLingko environment.

Escalate Jaklingko Apps & Transportation Card complain from the customers and PTOes and validating the SLA based on EIPTJ contract.

Coordinating the device configuration and registration with all issuer (KCI and banks) for the machine ID, terminal ID and samcards.
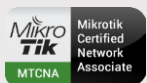
LSPP Level 1 - 2013
LSPP Level 2 – 2016

ITIL Foundation –
2014

Lean Six Sigma –
2019

MTCNA – 2019

Python Exploratory
Data Analysis
Dec - 2021

Python for Data
Analysts
Dec - 2021

Data Wrangling
and Visualization
Dec – 2021

SQL Query &
CapStone Project
Jan - 2022

## ACHIEVEMENTS :

1. Implementation for QR JakLingko & Kartu Transportasi acceptance (KCI and all issuer banks) rollout at KCI, MRTJ, LRTJ and Transjakarta corridors;
2. Support the Jaklingko SuperApps to be soft launched at 18 Aug 2021, being a SuperApps for their public transportation trip planner and ticketing system;
3. Successfully implement the **tarif integrasi** for multimode journey on MRTJ, LRTJ and TransJakarta;
4. Involved on UI/UX design for JakLingko apps phase 3 and revamp apps;
5. Design and implement the *Account Based Ticketing* (ABT) policy and rule for single and multimode journey, including the concession fare.

**PT. Transportasi Jakarta**
2018 – 2021

**2020 – 2021 : Integration & Data Analytical Head**
2019 – 2020 : IT Support Head
2018 – 2019 : IT Infra, Security & Data Center Head

In charge of 4 Main Sections, namely Integration, Project Management, IT Support and Data Analytics.

Responsible for day-to-day IT operations at bus stops, public transportation and head office. The total number of bus stops handled is 249 BRT & NonBRT shelters. 530 gate barrier units, 1100 smartcard & QR Reader, 249 Local Servers, 234 BCT, 249 UPS & Stabilizers, 1325 CCTV camera units and 444 PIS LEDs.

I am also responsible for the smooth operation of the etiquette equipment on the Small Bus (TOA) and Big Bus (TOB) in the 3,316 fleet.

Ensuring IT equipment at the head office is ready for use. And also responsible for the availability of backup units, spare parts and procurement documents carried out by the Information Technology Department.

Coordinates 73 permanent employees, consisting of 4 Section Heads, 69 Coordinators & Staffs.

## ACHIEVEMENTS :

1. Successfully supporting the process of transferring the management of etiquette from PT. AINO (Gamma Techno) to TransJakarta, I am directly responsible for the smooth operation of the frontend;
2. Successfully implemented Free WIFI access for Royal TransJakarta buses;
3. Successfully implemented a firewall for the TransJakarta etiquette system in the Cyber building and the TransJakarta Head Office, by implementing a security system using the Next Generation FireWall (NGFW) using Fortigate & Fortimail;
4. Successfully built the First Data Center for PT. Jakarta Transportation with Tier 3 standards;
5. Converting all types of OUT gates to BIDI (Bi-Directional) so that TransJakarta customer flow becomes faster and more flexible when making transactions at bus stops;

6. Build a Helpdesk System, so that the SLA performance of employees & vendors can be measured in order to determine reprimands and fines for the services provided, which is make the TransJakarta winning the ISO270001 certification;
7. Successfully renovated 447 TransJakarta barrier gates while improving the ability of the gate feature to be able to count customers who enter and exit even if the power goes out, and are disability friendly by using symbols & sounds, this is my biggest project budget with 48M IDR;
8. Support the successful implementation of payments using QR at all TransJakarta bus stops, so that customers can enter the bus stop touchless;
9. Successfully implemented Face Recognition (FR) for access at the TransJakarta head office as a security and attendance system.

**Bank BTPN**
2013 - 2018

**2016 – 2018 : IT Regional Manager Sumatera (Aceh to Lampung)**
2013 – 2016 : IT Regional Manager Sumatera 2 (Jambi, Palembang, Sumsel Babel, Bengkulu, Lampung)

For 5 years and 7 months at Bank BTPN, I was responsible for the smooth operation of the Information Technology Directorate at all branch offices, both in terms of equipment and network availability.

The total branch offices which are my responsibility are 122 branches spread from Banda Aceh to Bandar Lampung.

The number of ATMs handled is 250 units, with branch office connections using Leased Line technology, MPLS, VSAT and GSM.

Managing 32 outsourced IT technicians, consisting of 2 Technician Leaders and 30 IT Engineers.

**ACHIEVEMENTS:**

1. Successfully implemented EBA server backup & recovery system in all BTPN branches. By using the recovery system, restore OS problems on the EBA server can be done in approximately 30 minutes, from the previous 4 hours.
2. Supporting rollout of UMK branch offices (Credit Partner Unit) of 65 branches, spread across southern Sumatra.
3. Implementing an IT asset recording system, so that the movement of IT assets in the Sumatra Region is recorded properly without any dispute / loss of assets.
4. Support the smooth rollout of mobile-based credit applications (android and IOS) for Purnabakti, Sinaya and UMK marketing agents.
5. Successfully implemented Antivirus rollout in BTPN branches, around 2500 computers & notebooks.
6. Successfully implemented queuing machines at Purnabakti Bank BTPN branches, so that retirement salaries can be properly managed.
7. Success in supporting of the Cisco routers replacement program at all BTPN branch offices in Sumatra.

**PT. Smartfren, tbk**
2011 – 2013

**2012 – 2013 : IT Support Supervisor**
2011 – 2012 : IT Staff Sumatera 2

When joining Smartfren, I was asked to ensure that all IT devices in the Sumatra 2 regional office are ready to use and completely documented.

I was also asked to ensure that the opening of new galleries in South Sumatra goes well and is within the predetermined timeline.

In charge of 3 IT technicians spread across Bandar Lampung, Jambi and Bangka Belitung.

The SOW for the opening of a new gallery includes :

1. The LAN cable installation is ready for use.
2. All computers are ready to use, connected to the payment system and MFD printers in the gallery.
3. All computers and notebooks can be remote from the Daan Mogot network operation center (NOC) and the Sumatra 2 regional head office.

**PT. Sampoerna Telekomunikasi Indonesia**
2006 - 2011

**2010 – 2011 : IT Staff & Data Service Engineer**
2006 – 2010 : IT Staff

Responsible for smooth IT operations at the Ceria sales & gallery office, as well as the Master Switching Center (MSC) of PT. Sampoerna Telekomunikasi Indonesia.

Leading the rollout of 2.4 GHz AP Canopy radio in all Ceria galleries in South Sumatra, Bandung & Semarang.

**ACHIEVEMENTS :**

1. Connecting all gallery offices to MSC / BSC so that the gallery can be connected to a private payment system (WAN);
2. Successful accreditation of PT. Sampoerna Telekomunikasi Indonesia as one of the internet service providers;
3. Conduct training to Ceria partners in Sumbagsel in implementing sales reporting.

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**INDOSAT**

**PT. Indosat, tbk**
2003 – 2006

**2003 – 2006 : Dukungan Teknik**

Joining PT. Indosat in 2003 with 5 VSAT installation projects in West Sumatra.

My main task is to ensure that all VSAT connections are running well, for oil company sites such as Pertamina, Backer Atlas, as well as Pemprop Pekanbaru, Jambi, Bengkulu, Bangka Belitung, South Sumatra and Bandar Lampung.

**ACHIEVEMENTS** :

1. Successfully connected all branches and galleries of Indosat/Satelindo using a private network (WAN).
2. The success of the rollout of new BTS-BTS in Bengkulu for Indosat's cellular coverage to Manna and Ketahun areas.
3. Become an IM2 agent for customer internet connections in the Sumbagsel area.

-= Thank You =-