

BAYU RAMADHAN

Data & Business Intelligence Analyst | Network & AI Infrastructure Engineer

Bandung, Jawa Barat | +62 813-8521-4581 | bayuramadhan30@gmail.com

LinkedIn: [linkedin.com/in/bayurama30](https://www.linkedin.com/in/bayurama30) | Portfolio: cv-bayu-portfolio-production.up.railway.app

PROFESSIONAL SUMMARY

Data & Business Intelligence Analyst with 3+ years at Telkom Group, transforming complex operational data (AO, SO, DO, MO, RO) into actionable insights. Proven in KPI monitoring, revenue assurance, and process automation using SQL, Looker Studio, and Google Apps Script. Founder of a local ISP with 200 customers — hands-on in end-to-end network operations, AI agent orchestration, and customer analytics.

CORE SKILLS

Data & BI: SQL (Oracle, MySQL), Google Sheets + Apps Script, Excel, Looker Studio, Power BI
Web Development: Laravel, PHP, Tailwind CSS, Chart.js, Redis, REST API, Railway Deploy
Automation & Tools: Google Apps Script, Python, Systemd, Cron, Docker, CI/CD
Networking & ISP: MikroTik, PPPoE, FTTH, GPON/OLT, VLAN, QoS, FastTrack
AI / LLM Agents: Hermes Agent, Multi-profile Orchestration, Chatbot, Knowledge Base, LLM APIs, Tool Calling
Cloud & Security: Cloudflare (Tunnel, Zero Trust, Workers), Tailscale, VPN
Business Process: B2B Lifecycle (AO-RO), LOP/LOB, Revenue Assurance, BASO, KPI Tracking
Bot & Messaging: WhatsApp API, Telegram Bot, Baileys, Broadcast, Webhook, Google Docs API

PROFESSIONAL EXPERIENCE

Technical Support / Data Analyst — RLEGS REG 2 Jul 2023 – Present

PT Telkom Indonesia (Telkom Group) | Bandung, Indonesia | Full-time

- Automated weekly B2B performance reports with Google Apps Script — cut manual effort ~60% and improved accuracy for 200+ active orders.
- Built Looker Studio dashboards for AO-RO ageing — prioritized backlog and accelerated Billing Complete (BC) by 25% QoQ.
- Revenue variance analysis with Oracle SQL supporting Revenue Assurance for BASO >2 months.
- Collaborated with Sales, Finance, and Operations to align KPIs and improve order-to-cash visibility.

Technical Support — BGES REG 3 Dec 2021 – Jul 2023

PT Telkom Indonesia | Bandung, Indonesia | Full-time

- Analyzed connectivity & sales data (Astinet, Wi-Fi) for 50+ enterprise accounts — supported target evaluation and churn reduction.
- Built a Telegram bot for daily alerts and performance summaries — critical issue response 40% faster.
- Created Looker Studio dashboards for regional sales performance and service adoption trends.
- Supported Revenue Assurance by flagging BASO >2 months.

- Delivered training & onboarding for the Pijar Sekolah e-learning platform across 65 schools in West Java — 90%+ adoption.
- Built web-based monitoring for real-time training progress and engagement tracking.
- Analyzed feedback & usage data — content recommendations increased engagement by 50%.

KEY PROJECTS

B2B Process Intelligence Dashboard | Looker Studio + Oracle SQL + Apps Script | 2024

End-to-end monitoring of AO–RO lifecycle — order visibility up 70%, backlog down 35% (Q3 2024).

Dashboard BULOG Ciamis | Laravel 12 + Chart.js + Google Sheets API | 2026

Real-time procurement monitoring (4,500+ GKP rows) — cut reporting turnaround from days to minutes.

MagNet Billing — ISP Management App | Laravel 11 + Tailwind + MySQL + Redis + MikroTik API | 2026

Full billing web app: customers, voucher hotspot, PPPoE management, real-time monitoring, financial reports. Designed for 1,000+ customers.

WhatsApp Customer Service Bot — BULOG | WhatsApp API + Hermes Agent + Knowledge Base | 2026

AI bot answering PBP program questions (41+ FAQ entries), auto-reply with media, anti-spam daily broadcasts.

24/7 MikroTik & OLT Monitoring | MikroTik API + Telegram Bot + GPON/OLT | Ongoing

Automated monitoring for 2 ISP locations (200+ PPPoE clients), FastTrack optimization, QoS classification — downtime response cut drastically.

ENTREPRENEURSHIP

Founder & Network Operator — PT Ghadhe Akses Mandiri (ISP) Ongoing

Bandung, Indonesia | Business Owner

- Built and managed local ISP serving **200** residential & SME customers.
- Designed end-to-end network architecture: PPPoE, MikroTik, FTTH, GPON OLT.
- Managed billing, customer onboarding, troubleshooting, and technical support.
- Implemented automated monitoring and alerting systems for network performance.

EDUCATION

Bachelor of Computer Engineering (S1 Teknik Informatika) — STMIK Indonesia Mandiri, Bandung

2017 – 2022 | GPA: 3.57 / 4.00

ADDITIONAL INFORMATION

- **Languages:** Indonesian (Native), English (Professional Working Proficiency)
- **Certifications:** Fundamental Data Analysis using Power BI — Alison (CPD Certified, 2026); English Proficiency TOEFL Prediction (Score: 593) — Universal English; Dasar-Dasar Dukungan Teknis (IT Technical Support) — Google via Coursera (2023)
- **Interests:** Data-driven sustainability, network automation, AI agents, community tech empowerment