Agung Muktiono

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Summary

I am a diligent and experienced Manager bringing more than 16 years in various job roles, from Account Manager, Presales, Business Development and Business Operation. I have a networking degree from CCNA and cloud-based foundations for a more modern approach. Forged in covid years in building and nurturing a Startup business. Skilled and system implementer in Financial Service, Project management, system analyst and ITIL compliant. My ability to work closely with stakeholders and understand their needs and objectives ensures that my recommendations align with the company's goals. I am a results-driven professional with a proven track record of delivering successful projects and contributing to the growth and success of organizations.

Experience

Business Development Manager

PT Sentra Integrasi Solusi Teknologi (Startup)

Apr 2020 - Present (4 YEARS 3 MONTHS)

- IT Consultancy in system and business development in line with product offered.
- Presaless process with enquiries and proposals.
- Set up appointments and sales tour for sale prospects.
- Demonstrate presentation in best applicable system improvement and implementation prior with the existing system used.
- Collaborate with external entities for technical development.
- Managing Project timelines and Project management.
- Business operational activities for assigned in customer service,Financial Operation Management.
- Account Manager for PT FINNET INDONESIA a TELKOM group Subsidiary Company in partnering for tax monitoring projects.
- Account Manager for CSL group in partnering for tax monitoring projects.
- Business administration and finance, Accounting and Tax companies' wellbeing.

  Achievement:
    - Achieve in acquiring business and invoicing of 2.3 billion Rupiah for manage service in Tax Monitoring Projects in 2022
    - Achieved 2 years in managing service in Tax Monitoring Projects with potential revenue of 15 billion Rupiah.
    - Recruited 8 technical team members to be pointed as coordinator or team leaders in appointed cities in 2022-2023.
    - Procure 300 hardware devices specific for customer needs in tax monitoring projects.

System and Business Analyst

JAKARTA SMART CITY

Feb 2021 – May 2021 (3 Months contract)

- Provide Technical Consultancy in system and business development in line with product offered.
- Demonstrate and share best applicable system improvement and implementation prior with the existing system used.
- Managing Project timelines and management.
- Collaborate with internal developers and stakeholders in building or integrating new product lines.
  http://apps.smartcity.jakarta.go.id/pantau-banjir-v3/

Senior Account Manager

PT. Finnet Indonesia

Jul 2019 - Apr 2020 (10 months)

Senior Account Manager for Local Government Sector includes the level of local Cities, and provincial states.

Job description included.

1. Pre-sales for Manage services in Payment, wallet and Manage service solution.
2. Orchestrate with external parties and government entities for product requirement.
3. Documentation with legal team for legal administration.
4. Coordinate and update product for operation team and back-end team.
5. Report to government officials and management for project management.
6. Customer Service for coordination with operation team and government officials for any troubleshoot problems.

Product release for 9 government payable tax income (banks, merchants, and e-commerce)

1. Bank Tabungan Negara
2. Bank Central Asia
3. Bank Negara Indonesia
4. Bank Jawa tengah
5. Bank Mandiri
6. Finpay Money
   https://bppkad.surakarta.go.id/pembayaran-e-pajak/

Manager Project Specialist Expert SBU Fintech

PT. Finnet Indonesia

Oct 2017 - Jul 2019 (1 year 9 months)

Project Development Manager Work Description:

1. Coordinate with development team and outsource developer for new product development.
2. Orchestrate and Project management with external parties for product development.
3. Documentation for releasing new product solution mostly financial services.
4. Coordinate and update product for operation team and back-end team.
5. Test quality assurance for new product solution.
6. Reporting to stakeholders and higher management sometimes C level for project management / product management.
   Products released in the market.

1. E-payments, Card Online and Offline. Astra toll, MyPertamina
https://play.google.com/store/apps/details?id=com.dafturn.mypertamina&hl=en&gl=US

2. Stationary payment system using EDC and e-kiosk called Stasion Pulsa version 1 and version 2.
   https://www.indotelko.com/read/1459759282/finnet-ekiosk-kampung-ukm-digital

Manager IT Quality Assurance and Service Performance

PT. Finnet Indonesia

OCT 2016 - Oct 2017 (1 year 10 months)

IT Quality Assurance and Service Performance. job description includes of

1. Coordinate with internal company entities (operation, financial and back-end operation) for updating internal products.
2. Coordinate with development team and outsource developers for internal product development.
3. Documentation for releasing internal product solution.
4. Test quality assurance for internal product solution
5. Reporting to higher management sometimes C level for project management / product management.

(POC) Proof of Concept for internal company use called web Reconciliation for data and Bank statements

Manager Electronic Payment Platform Solution

PT. Finnet Indonesia

Jan 2014 - Oct 2016 (2 years 10 months)

1. Coordinate with development team for new product development.
2. Documentation for releasing new product solution mostly financial services.
3. Coordinate and update product for operation team and back-end team.
4. Test quality assurance for new product solution
5. Reporting to higher management sometimes C level for project management / product management.

Release Product of TELKOM electronic money (**Tmoney)** and TELKOMSEL electronic money (**TcashTap).**

https://www.tmoney.co.id/

https://www.republika.co.id/berita/npqd9v/telkomsel-luncurkan-tcash-tap-berbasis-nfc

POC Proof of Concept for Tmoney for intercity public transportation (PPD and Damri)

https://megapolitan.kompas.com/read/2015/08/07/19285711/Ada.Diskon.Khusus.bagi.Penumpang.Transjabodetabek.yang.Pakai.Kartu.Elektronik

Asst. Manager Technical Solution & Electronic Virtual Account (EVA)

PT. Finnet Indonesia

Nov 2010 - Jan 2014 (3 years 3 months)

Provisioning and Solution for Biller and Collecting Agent. Job description includes.

1. Coordinate with development team for new product development.
2. Documentation for releasing new product solution.
3. Coordinate and update product for operation team and back-end team.
4. Communicate and with Collecting Agents (banks and merchant) and Billers (Utility, Education instituions) for SIT UAT and release new product.

 Release product of FIN@net Mobile cash mobile application and SMS based.

https://play.google.com/store/apps/details?id=com.finnet.mobilecash&hl=en_IN&gl=US

ORGANIZATION EXPERIENCE

Des 2023 - Feb 2024 ANGGOTA KPPS TPS 65 KELUARAHAN CEMPAKA BARU JAKARTA PUSAT
job description includes.

    1.Setup for Election requirements and Logistics

    2.Setup and counting for vote Election Day

    3.Taken oath to secure and truthful of the outcome

Sept 2017 - Present Member NAA

Motorcycle club a social first responder.

job description includes.

    1.Help in acquiring funding for social needs

    2.Help logistics collection for disaster support relief.

Education

UNIVERSITAS BINA NUSANTARA

Magister Management, Business Administration and Management, General

    2005 - 2006

Universitas Budi Luhur

    Bachelor of Technology Information –
    Computer Science, Information Technology

    2000 – 2004

Licenses & Certifications

    AWS Cloud Certified Practitioner – AWS re/start

    Alibaba Cloud Associate – ALIBABA GLOBAL

    Alibaba Cloud Professional – ALIBABA GLOBAL

    Google Digital Leader - GOOGLE

    Project Management Simplified - LinkedIn

    Fundamentals of digital marketing - Google

    Security Certified Network Specialist (SCNS) - ICSI (International Cybersecurity Institute),

    Marketing Fundamentals - MarketingProfs

    ITIL Foundation Level - Udemy

    Agile meets Design Thinking - Coursera

Professional

- Payment gateway system
- Wallet system
- Online Payment system
- Near field card payment system
- ITIL v.3 2011
- User Experience Design
- Project Management
- Cisco Network

Applicable Skill

- Microsoft Office
- XML
- AWS/ALIBABA/Google Cloud Platform
- ISO 8583
- MYSQL
- Linux
- Agile design Thinking
- Driving license for car and motorcycle

Language

- Bahasa Indonesia (Native)
- English (Fluent)
- Russian (Fair)