

Dhiazulfa Maulana Bachtiar

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SUMMARY

Experienced IT Project Manager with a strong background in **software development, technical supervision, and data engineering**. Skilled in **project planning (S-Curve, Weighted Product Method), Agile methodologies (Scrum, Kanban), and cross-functional team leadership**. Proven ability to optimize **IT workflows, enhance system efficiency, and drive successful software implementations**. Adept at managing **client communications, strategic IT execution, and technical SOP development** to align business goals with technology solutions.

SKILLS & COMPETENCY

- Experience in creating system architecture designs
- Experience in using flowcharting software, such as LucidChart, Draw.io and Miro.
- Familiar and proficient in creating Software Requirement System/Product Requirement Document.
- Proficient in operating Microsoft software such as Microsoft Word, Microsoft Excel, and Microsoft Powerpoint.
- Knowledge in using MySQL, MongoDB and Elasticsearch.
- Knowledge of programming languages such as PHP and Python. Also knowledge to use programming frameworks like Laravel, Bootstrap and Flask.
- Have strong fundamentals of teamwork, public speaking, time management, team leadership, critical thinking, analytical thinking and problem solving.
- Understand how to handle projects using project management and kanban tools such as Jira, Slack, Microsoft Teams and Trello.

EDUCATION

UNIVERSITAS TEKNOLOGI YOGYAKARTA | Bachelor's degree in Informatics Engineering

June 2016 - May 2022

JOB EXPERIENCES

PT. Carakan Sadhana Dirgantara (Full Time)

IT Project Manager (January 2020 – December 2022)

Carakan is a Technology Company that provides TaaS (Technology as a Service) which includes things ranging from ready to use platforms to infrastructure.

Key responsibilities:

- Setting project goals and coming up with plans
- Coordinating project team members and developing schedules and individual responsibilities
- Implementing IT strategies that deliver projects on schedules
- Organizing meetings to discuss project goals and progress

PT. Omah Technology Indonesia (Semi Remote)

Full Stack Developer (March 2023 - January 2023)

Job description as follow:

- Create "Lembaga Kursus dan Pelatihan" Website and "SiPegawai" for freelance job seeker with Laravel 8 and Bootstrap Framework.
- Create bot to scraping News and Twitter and process the data for the sentiment analysis, tagging location, people, org, etc.
- Deploying system into server.

PT. Geekgarden Software House (Full Time)

IT Project Manager (January 2023 - August 2025) | Freelance Data Engineer (August 2023 - February 2025)

GeekGarden is a software solutions company based in Yogyakarta, Indonesia. GeekGarden provides a variety of mobile apps or web technology-based solutions to answer your business IT needs.

Job description as follow:

a. Setting Project Goals and Planning:

- Define and articulate project goals, ensuring alignment with overall company objectives.
- Develop and implement the **S-Curve Project** using the **Weighted Product method** for optimal resource allocation and tracking.
- Establish **Standard Operating Procedures (SOPs)** for the technical division.
- Collaborate with key stakeholders to gather and refine project requirements.

b. Team Coordination:

- Act as **Supervisor (SPV) of the Technical Division**, overseeing daily operations and ensuring project milestones are met.
- Lead and coordinate project teams, ensuring efficient task delegation.
- Implement **Kanban-based task management** to streamline development workflows.
- Conduct regular team meetings to provide guidance and track progress.

c. Departmental Collaboration:

- Coordinate with IT and other divisions to enhance cross-functional collaboration.
- Organize **weekly review meetings** to assess progress, identify challenges, and plan next steps.
- Foster a structured communication framework to improve project efficiency.

d. Strategic Implementation:

- Execute IT strategies aligned with business objectives to ensure timely project delivery.
- Oversee project execution, leveraging data-driven decision-making for **resource optimization**.
- Continuously evaluate and refine project management processes for improved efficiency and scalability.

e. Client Communication:

- Serve as the primary **liaison between clients and the development team**, ensuring clear and transparent communication.
- Provide **regular progress updates** to clients and proactively manage expectations.
- Address client concerns promptly, collaborating with sales and customer support teams to ensure satisfaction and project success.

PT. PT QISCUS TEKNO INDONESIA**Product Manager (August 2025 - Now)**

Qiscus is an AI-powered, omnichannel customer engagement platform that helps businesses manage customer interactions across various channels like WhatsApp, Messenger, and live chat, centralizing them in one dashboard for improved sales, support, and loyalty. It provides tools for automation (chatbots, auto-replies), agent management, performance analytics for direct selling, enabling businesses to offer seamless, efficient, and personalized customer experiences.

Job description as follow:

- a. Product Strategy Formulation:** Defining the short-term and long-term vision, strategy, and product roadmap for the platform or product features, ensuring alignment with overall company business objectives.
- b. Product Lifecycle Management (PLC):** Leading the entire product life cycle (from ideation, validation, development, to launch and iteration), utilizing Agile/Scrum methodologies for efficient delivery.
- c. Prioritization and Needs Analysis:** Conducting market, competitor, and user analysis to identify critical needs. Developing and prioritizing the Product Backlog and feature specifications (PRD).
- d. Cross-Functional Collaboration:** Serving as the main bridge between the Engineering, Design (UX/UI), Marketing, and Sales teams to ensure unified understanding and timely product execution.
- e. Data-Driven Decision Making:** Leveraging strong data analysis expertise to track key product metrics (KPIs, North Star Metric), analyze performance, and inform strategic decisions for subsequent product iterations and development.

Project as a IT Project Manager

a. Batik SuperApps (2020)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- Batik Super Apps is a collaborative project between Carakan Sadhana Dirgantara as a service provider in the field of Technology and Eksiskomunika as marketing communication and liaison to the batik community in Yogyakarta

b. Sekolah Inovasi Pangan Learning Management System (2021)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- Sekolah Inovasi Pangan is an agrifood edutech platform (food business innovation hybrid learning). Sekolah Inovasi Pangan collaborated with Carakan to make a Learning Management System.

c. Himki Apps (2021)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- Project Mobile Apps HIMKI (Himpunan Industri dan Kerajinan Indonesia) is an application which is used for transaction sell buy from member HIMKI with buyer goods in scale small or big. HIMKI which moment this members more from 1000 UKM which spread in whole Indonesia has agreed for together to do transformation digital in transact.

d. SIGAP Dashboard (2021)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- This project is a joint project of the Carakan and Bodha as a vendor's developer for The Coordinating Ministry for Maritime Affairs and Investment of the Republic of Indonesia and vendor's developer from the Ministry of Health as a API Provider data to create a dashboard for monitoring emergency PPKM activities in Java & Bali. This project can be said to be a data warehousing project because Machine Learning and Artificial Intelligence are not embedded in the program created.

e. Dashboard Big Data Analyst (2021 - 2022)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- This project is a joint project of Carakan and Bodha as a data science and data engineer to create a Big Data Processing Dashboard for some cigarette industries. This data can provide highly informative and predictive results at scale in industry decision making on all fronts.

f. Dashboard News and Social Media Analyst (2022)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- Carakan Sadhana Dirgantara want to create dashboard that can be analyst data from news or social media, for example:
 1. Sentiment analysis
 2. Words that appear most frequently on the News or Social Media
 3. Geolocation

g. Panenin Mobile Apps and Admin Dashboard (2022)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- Panenin is an agriculture technology company that will be present in 2022. It started from a dream to help Indonesia increase crop yields and improve the welfare of farmers. Panenin and Carakan collaborate to present technology to build a leading agricultural ecosystem.

h. Khayangan Cloud Infrastructure (2022)

IT Project Manager at **PT. Carakan Sadhana Dirgantara**

- Khayangan is a cloud platform software vendor that provides Multi-Cloud PaaS based on container technology. For hosting service providers, ISVs, telecommunication companies, enterprises and developers.

i. Marketplace Apps for Building Materials Store (2023)

IT Project Manager at **PT. Geekgarden Software House**

- This project is developed on two platforms: Mobile Apps and Web Apps. The creation of this project aims to facilitate B2C customers in online shopping for building materials and managing deliveries according to user needs.

k. Chatbot AI Web Apps (2023)

IT Project Manager at **PT. Geekgarden Software House**

- This project combines two technologies, utilizing web apps as the foundational platform and incorporating Live2D models as embedded characters within the website. The platform also supports answering questions using voice technology.

l. Investment Learning Web Apps (2023)

IT Project Manager at **PT. Geekgarden Software House**

- This project aims to create an application that facilitates learning about navigating the stock market. It provides real-time information on charts, screening, and alerts, enhancing the user's understanding of the business in the capital market.

m. Computer Based Test Web Apps (2024)

IT Project Manager at **PT. Geekgarden Software House**

- This CBT (Computer-Based Testing) Web Apps project is developed for a government institution in Indonesia. The project has also integrated Natural Language Processing (NLP) technology to provide automatic assessment and plagiarism checking in one of the test formats.

n. SPPT-TI (2025)

IT Project Manager at **PT. Geekgarden Software House**

- **Developed and optimized the use of information technology in the criminal justice system** by designing digital solutions for data and information exchange between relevant institutions, enhancing efficiency and accuracy in handling special criminal cases.