Ayu Wulandari Rosi Bachtiar

Data Analytics - Storyteller

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Profile

As a data analyst, I developed strong analytical skills and gained expertise from taking across some courses: **TripleTen Indonesia**, **RevoU**, and **Startup Campus** in using software programs such as **Spreadsheet**, **Python**, **SQL**, **Tableau**, and **Jupyter Notebook** to manipulate and visualize data. I utilized various statistical tools and techniques to work in a number of diverse analysis assignments: **Explorative Data Analysis (EDA)**, **A/B Testing**, **User Segmentation**, **LTV Analysis, Funnel Analysis**, **Data Storytelling**, and others to *extract meaningful information* from raw data and presented my findings to stakeholders in a clear and concise manner. I've gotten hold of working experiences in *quality assurance* includes **implementing** and **monitoring quality control processes** to ensure products meet industry standards. I have worked in **analyzing data** to identify by **digging precisely** and resolve the quality issues.

Education

Certified Data Analytics   12/2022 – 08/2023
TripleTen Indonesia ⧉   Jakarta, Indonesia
- Completed *an intensive 7-months* **Data Analytics** with *16 programs* at **TripleTen Indonesia**.
- Graduated as the *rising star student*, is growing potential within a subject matter.
- Adept in presenting **Jupyter Notebook**, **Python**, **SQL**, **Tableau**, **Spreadsheet**, and more for *15 assignments*, involving *exploratory data analysis, user segmentation, A/B Testing, machine learning, funnel analysis, customer churn, loyalty program analysis*.

Being part of the:
- **Data Jam Indonesia** ⧉
Positive battle of data analytics. *Topic*: '**Data Science Profession Salary**'. Held on *June 8th 2023*.
- **Ayoconnect** ⧉
Ayotron Virtual Debit API, attended as **TripleTen** student. Held on *May 15th 2023*.

Bachelor of English Education   2010 – 2014
University of PGRI Semarang ⧉   Semarang, Indonesia
Graduated as Bachelor of English Education by **deep dive** learning with *3.56 GPA*.
- **Thesis**: in composing *teaching and learning* by hustling up of '**Two Stay Two Stray**' *instructional media*.

Courses

Data Scientist ⧉   03/2023 – 03/2023
Startup Campus   Jakarta, Indonesia
- Learnt to analyze and interpret complex data sets to make informed business decisions.
- Studied with expertise in programming languages such as **Python** and **SQL** for data manipulation and analysis.
- Acquired skills in data visualization to effectively communicate insights and findings to stakeholders.

Data Analytics ⧉   12/2022 – 12/2022
RevoU
- Learnt to identify key insights and make informed business decisions.
- Gained the ability to interpret data and present findings in a clear and concise manner.
- Trained to apply statistical methods and machine learning algorithms to analyze data and make predictions.

English Course ⧉   10/2018 – 12/2018
Mr. Bob English Course   Pare, Kediri, Indonesia
- Refreshed the skills that covers **grammar**, **vocabulary**, **reading comprehension**, and **writing**.
- Learnt in focusing on *communication skills*, including **public speaking** and **presentations**.
- Picked up a variety of literary genres and styles, in *enhancing* **critical thinking** and **analytical abilities**.

Professional Experiences

Quality Assurance   06/2019 – 07/2020
Traveloka   Semarang, Indonesia
- Improving the quality of agent performance 100% by conducting sampling on call and digital recording, also providing coaching improvement to agents with effective interpersonal communication.
- Monitoring agent performance by observing 90% customer satisfaction on agent persistence and quality during service.
- Encouraging of commitment long-term dedicated by identifying the things that the agent needs to be evolved.

Retailer Care   05/2018 – 10/2018
Hutchison 3 Indonesia   Semarang, Indonesia
- Obtaining clients information by answering telephone calls, replying chatting via whatsapp, facebook, or email; interviewing clients; verifying required data.

- Becoming front-end servicing in solving clients constraint, supported by ensuring kpk voucher status, activation, unlock, and trouble msisdn.

BCC Credit Card — 07/2017 – 03/2018
BNI Bank — Semarang, Indonesia
- Obtaining customers information by answering telephone calls; interviewing; verifying required data.
- Maintaining customers' credit card for limit, bills, installment, lost card or suspicious transaction report.

Prepaid|Postpaid Inbound|Complaint Resolution — 02/2015 – 02/2017
Indosat Ooredoo — Semarang, Indonesia
- Customer oriented by solving 90% customers' inquiry, request, complaint on prepaid and postpaid stripe.
- Solving and forwarding any cases on front stripe to be solved, maintaining, or escalating to proper back-end.
- Administering as postpaid CR in controlling customers' complaints to be done and completed.

Projects

TripleTen Indonesia ⊡ — 12/2022 – 08/2023
TripleTen (formerly Practicum): Empowering all to thrive in tech. Top Three Projects:
1) Y.Music ⊡
Y.Music: Music Preferences among 'Springfield' and 'Shelbyville' Analysis.
- The aim is to study actual **Y.Music data** *to test the hypotheses* of users activity, different genres, and preferences by analyzing the users behavior on both two cities.
- **Library**: *pandas.*

2) Trending Video Dashboard ⊡
Trending Video Analysis Dashboard on YouTube.
- Compiling **the codes** for the dashboard.
- **Libraries**: *dashboard, pipeline.*

3) SQL Books Sparkers ⊡
Books Sparkers Apps Analysis for Startup Company.
- By developing new **books sparkers application**, startup companies *could open their horizons to the silence of the pandemic* and open various opportunities that are offered to all users for a life that continues to grow together.
- **Libraries**: *pandas, numpy, create_engine.*

Other Projects

Self Development — 2022 – present
Content Creator — Semarang, Indonesia
@shakeilogram ⊡ **, @ozetle.saga** ⊡
- Making any ideas about life learning on impression message, rhyme tabulation, data scope introduction, and still grows 70% up.
- Social media maintenance.
- Grow to set and achieve personal and professional goals.
- Learn to improve self communication and interpersonal skills.
- Learn to be more self-aware and reflective.
- Enhances self leadership and decision-making abilities.
- Develop a growth mindset and embrace lifelong learning.
- Teaches self to prioritize self-care and well-being.

Translation — 2014 – present
Ind to En|En to Ind — Semarang, Indonesia
- Proficient level of English and Indonesian.
- High quality translation for a huge volume of content (approx. 2000 - 2500 words per day).
- Familiar with **CAT Tools** and **TMS** (e.g., **Smartcat**, **MemoQ**, **DeepL**, **QuillBot**, **Sider**, etc).
- Comprehensive knowledge in coding (programming languages: **Python**, **SQL**, etc).
- Great attention to detail.
- Willingness to improve translation quality based on feedback and/or suggestions from editor.

Skills

Operating Microsoft Office *(Ms Excel, Word, PPT, Outlook)*, **Programming Language** *(Python, SQL, Tableau, Oracle)*, **Jupyter Notebook**, **Spreadsheet**

Languages

Java, **Indonesian**, **English** *(TOEFL Intensive Score 480)*

Other Certifications

Startup Campus ⊡ *(Artificial Intelligence)* | **Titik Nol English Course** ⊡ *(English TOEFL)*