



RICKY MERDIANSYAH, S.KOM

AUTOMATION & AI ENABLER | DRIVING SERVICE & OPERATIONAL EXCELLENCE | PRODUCT OWNERSHIP & PROCESS IMPROVEMENT

PROFESSIONAL SUMMARY

Automation & Service Excellence professional with **12+ years of experience** across IT Operations, Production Support, Problem Management, and Process Improvement in **mission-critical, high-availability environments**.

Over the **last 2 years**, I have been **leading and hands-on in automation and AI initiatives**, helping teams move from manual, reactive operations into **more efficient, standardized, and measurable workflows**. My focus is not on experimenting with tools, but on ensuring automation delivers **real operational impact and sustainability**.

I bring a strong foundation in **Operational Excellence and Service Excellence**, combined with **product ownership mindset**—bridging business needs, operational realities, and technical execution. I am experienced in translating complex operational challenges into **clear priorities, structured processes, and scalable solutions**.

Known as a calm problem solver and structured leader, I work closely with cross-functional stakeholders to stabilize operations first, then continuously improve through **process discipline, automation, and data-driven insights**.

⚡ KEY STRENGTHS

- Translating operational problems into practical automation & AI solutions
- Strong foundation in Service & Operational Excellence
- Product ownership mindset in operational environments
- Structured problem solving & root cause analysis
- Cross-functional leadership and stakeholder enablement

TECHNICAL SKILLS

Automation & AI Enablement

- Workflow automation using Power Automate / Power Platform / N8N
- Implementation of RPA and no-code / low-code automation tools
- Design of AI-assisted operational workflows and decision support
- Automation use-case identification, prioritization, and evaluation

Operations & Service Management

- Incident, Problem, and Change Management (ITIL-based)
- Production support in high-availability, 24/7 environments
- Root Cause Analysis (RCA) and preventive action planning
- Service reliability and SLA monitoring

Process, Product & Delivery

- Business requirement analysis and solution definition
- Workflow and process design for operational systems
- Product ownership for internal tools and operational platforms
- Process documentation, standardization, and governance

Data, Monitoring & Reporting

- Development of operational dashboards and KPI tracking
- Analysis of incident, performance, and operational data
- Measurement of automation impact and efficiency gains

CONTACT

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EDUCATION

Bachelor's Degree in Informatics Engineering Universitas Brawijaya
Class of 2009

LANGUAGES

English – Professional Working

Indonesian – Native

CORE COMPETENCIES

- Operational & Service Excellence
- Automation & AI Enablement
- Process Improvement & Standardization
- Product Manager & Ownership
- Incident & Problem Management
- Workflow Automation & Digitization
- Cross-Functional Leadership & Stakeholder Management
- Data-Driven & Continuous Improvement
- Survey Scoring & Customer Experience

Business Service Automation & Problem Management Unit Head

Jan 2026-Now

PT ALTO Network – Payments / Switching Industry

- Lead **Service Automation & Problem Management function**, owning end-to-end responsibility for **service stability, operational improvement, and automation enablement** in high-availability environments.
- Drove **automation and AI enablement initiatives (2 years lead + hands-on)** to reduce manual operational work, standardize workflows, and improve response time across service operations.
- Established and lead **Problem Management practices**, ensuring structured **root cause analysis (RCA)**, preventive actions, and continuous improvement to minimize recurring incidents.
- Acted as **product owner** for internal automation and operational tools, managing the lifecycle from **problem discovery, requirement definition, solution delivery, adoption, and optimization**.
- Partnered with cross-functional teams (IT, operations, business users, vendors) to align automation and process improvement initiatives with **Service & Operational Excellence goals**.
- Embedded **process standardization and governance**, ensuring improvements were measurable, repeatable, and integrated into daily operations.
- Provided leadership and direction to the team, enabling capability building in **automation, structured problem solving, and operational discipline**.
- Supported **production stability and service reliability**, ensuring operational readiness while driving long-term improvement rather than reactive firefighting.

⚡ Key Achievements

- Improved service stability by implementing structured problem management and preventive RCA practices.
- Lead automation & AI enablement initiatives (2 years lead + hands-on), reducing manual work (1 FTE) and improving response times (SLA Response 99%)
- Owned internal automation tools as product owner, delivering scalable solutions from discovery to adoption.
- Embedded process standardization and governance to drive measurable operational excellence.
- Enabled teams to move from reactive operations to proactive, continuous improvement.

Automation & Process Improvement Manager

Oct 2021-Dec 2025

PT ALTO Network – Payments / Switching Industry

Automation

- Lead **automation and process improvement** initiatives to drive service and operational excellence across mission-critical, high-availability environments.
- Conducted operational performance analysis and customer satisfaction survey reviews, translating insights into periodic improvement initiatives to **improve customer satisfaction**
- Identified, prioritized, and delivered **high-impact automation use cases**, ensuring solutions were practical, scalable, and sustainable in real operational settings.
- Drove process **improvement and standardization**, embedding Operational Excellence principles to ensure changes were measurable and repeatable.
- Collaborated with cross-functional stakeholders (operations, IT, business users) to translate operational pain points into **clear requirements and executable solutions**.
- Integrated automation initiatives with **service reliability and problem management**, ensuring improvements reduced recurring issues rather than shifting risk.
- Established **governance and performance metrics** to monitor automation impact, service quality, and operational maturity.

⚡ Key Achievements

- Lead automation & AI enablement initiatives (2 years lead + hands-on), reducing manual work (1 FTE) and improving response times (SLA Response 99%)
- Embedded process standardization and governance to drive measurable operational excellence.
- Enabled teams to move from reactive operations to proactive, continuous improvement.
- Increase CSAT & NPS Survey by 20%

Service Manager Core Business Financing System

Oct 2019 - Sep 2021

BTPN Syariah – Banking / Financing Industry

- Lead production support unit to handling and manage day to day BAU support
- Act as technical advisor for 1st escalations. Raising the quality of analysis, reducing noise, and ensuring correct routing
- Own end to end core process and flow process business financing and surrounding apps (Core and Digital)
- Lead major Incident Management for high-impact issues. Drive bridge calls, impact validation, recovery coordination, and stakeholder communication
- Own Problem Management. Perform in-depth investigations, establish root causes, define preventive actions, and ensure closure of recurring issues
- Collaborate with Product & Engineering to refine bug reports, prioritize recurring problems, and track fixes through delivery
- Improve operational readiness by enhancing runbooks, SOPs, monitoring gaps, alert quality, and on-call structure
- Lead post-incident reviews — document timelines, drive follow-ups, and ensure learnings translate into improvements
- Mentor and upskill Application Support. Building technical depth, investigation skills, and customer focus
- Bring a continuous improvement mindset. Identify friction, propose enhancements, and accelerate stability gains with data-driven thinking

IT Production Support Assistant Manager

Oct 2018 - Sept 2021

BTPN Syariah – Banking / Financing Industry

IT Application Support Supervisor

Feb 2017 - Oct 2018

Suzuki Finance Indonesia – Financing Industry / Leasing

IT Application Support & Technical Project Manager

Feb 2014 - Aug 2016

Suzuki Finance Indonesia – Banking / Financing Industry

Project Delivery Highlight

- Lead automation, problem management, and process improvement to improve service stability and efficiency.
- Delivered AI-enabled automation to reduce manual work and standardize operations (reduce 1 FTE)
- Delivered Continuous improvement to increase SLA response 99% and increase CSAT and NPS Survey 20%
- Owned internal automation tools as product owner from discovery to optimization.
- Implemented structured incident and problem management (RCA & preventive actions).
- Supported high-availability production systems and service reliability.

GOVERNANCE, SECURITY & COMPLIANCE

- Exposure to information security principles, access controls, and data privacy practices within regulated environments.
- Familiar with governance, documentation, and audit-ready processes supporting secure and compliant system operations.

PROFESSIONAL ATTRIBUTES

- Collaborative team player with strong influencing and communication skills
- Highly disciplined, detail-oriented, and accountable
- Comfortable working in matrix and multicultural environments
- Strong problem-solving ability with practical, business-oriented solutions
- Confident engaging and constructively challenging stakeholders at all levels