

Hengki

BACKEND & BUSINESS
PROCESS SPECIALIST

CONTACT

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SKILLS

PROJECT & PROCESS

- Business Process Improvement
- SOP Development
- Process Mapping
- Audit Response
- Project Coordination

TECHNICAL

- PHP / JS
- Python
- SQL
- HTML / CSS
- Android Dev
- Vibe Coding

DESIGN & TOOLS

- Figma
- UI/UX Design
- MS Office
- AI Tools

SOFT SKILLS

- Analytical Thinking
- Problem Solving
- Critical Thinking
- Cross-team Collaboration
- Stakeholder Communication

CERTIFICATIONS

- ISO 9001 – Quality Management
- ISO 45001 – HSE Management
- ISO 27001 – Info. Security
- AEO Compliance
- Bangkit Academy – Mobile Dev.
- Dicoding.com

EDUCATION

Universitas Bina Sarana Informatika

Bachelor of Information Technology

GPA: 3.94 / 4.00

Mar 2022 – Feb 2026

PROFESSIONAL SUMMARY

Skilled at bridging the gap between technical execution and business strategy — from drafting SOPs and ISO compliance frameworks to building and shipping full-stack digital products. Adept at stakeholder communication, cross-functional collaboration, and transforming operational inefficiencies into scalable, data-driven solutions.

WORK EXPERIENCE

Backend & Business Process Specialist

Sep 2025 – Present

PT Erajaya Swasembada, Tbk · Jakarta Barat

- Ensured company-wide compliance with regulatory and ISO standards — drafting, revising, and socializing policies across all divisions.
- Created visual mockup designs to improve the presentation quality of management action plans and project proposals.
- Advised management on operational and organizational improvements; identified and resolved process bottlenecks through cross-divisional shadowing.

Business Process Improvement Sr. Officer

Apr 2024 – Sep 2025

PT Kurnia Ciptamoda Gemilang · Jakarta Selatan

- Ensured company-wide compliance with regulatory and ISO standards — drafting, revising, and socializing policies across all divisions.
- Advised management on operational and organizational improvements; identified and resolved process bottlenecks through cross-divisional shadowing.
- Responded to internal and external audit findings related to QMS, System Information Security, and HSE policies (ISO 9001, ISO 27001, ISO 45001).
- Created visual mockup designs to improve the presentation quality of management action plans and project proposals.
- Facilitated onboarding training for new employees on company policies and standard procedures.

Lens Order Taker – Laboratory Service

Aug 2023 – Apr 2024

PT Optik Tunggal Sempurna · Jakarta Pusat

Operational coordination role; managed laboratory order processing and service workflows.

National Sales Operation Administrator

Nov 2020 – May 2023

PT Inti Citra Agung (Optik Melawai) · Jakarta Barat

Managed national sales operation data and reporting, supporting operational decision-making across multiple branches.

Sales Counter · Sales Executive Supervisor

2014 – Oct 2018

PT Inti Citra Agung / PT Sumber Alfaria Trijaya / CV Gemilang Jaya Group

Early-career roles in retail operations and field sales. Developed foundational skills in customer service, team coordination, and operational reporting.

COMPANY PROJECTS

SOP Management System

ENTERPRISE WEB APP · 3 MONTHS

Full-lifecycle SOP platform with 5-stage approval workflow, version control, and RBAC — managing 250+ SOPs across 18 departments.

- PHP
- MySQL
- PHPMailer

Expatriate Permit Reminder

INTERNAL TOOL · 2 WEEKS

Automated permit expiry monitoring with cron-based email reminders and secure document gateway.

- PHP
- MySQL
- Cron

E-Catalog Dashboard

WEB APP · 2 WEEKS

Product catalog admin with Excel bulk upload and branded PDF generation via mPDF for seasonal sport fashion catalogs.

PHP MySQL mPDF

Customer App Design

UI/UX DESIGN · 1 MONTH

Omnichannel retail app design with real-time store inventory checker — single-iteration stakeholder sign-off.

Figma Maze

PERSONAL DIGITAL PROJECTS

INVIQE (inviqe.com)

SAAS PLATFORM · SOLO FOUNDER

Digital invitation SaaS with client portal, admin dashboard, RBAC, and premium animated templates.

Laravel PHP Tailwind Figma

AbsenQR by INVIQE

ANDROID APP · ATTENDANCE MANAGEMENT

QR-based attendance app with real-time scanning, session management, and reporting for SMBs.

Android Studio Flutter Google Play

Invoice Maker Manager by INVIQE

ANDROID APP · PRODUCTIVITY

Mobile invoice app on Google Play with IAP monetization and professional PDF export.

Android Studio Flutter Google Play

QR Menu by INVIQE ONGOING

WEB APP · F&B DIGITAL MENU

Contactless digital menu for restaurants using QR codes with real-time menu updates.

Laravel PHP QR System