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CORE COMPETENCIES

- Service Delivery Management
- UMB & SMSC Operations
- Value-Added Services (VAS)
- Performance Monitoring
- Root Cause Analysis (RCA)
- PL/SQL & UNIX Troubleshooting
- Traffic & SLA Management
- TIBCO & SDP Migration
- Telecom Network Optimization
- Change Request Management
- Vendor & Stakeholder Coordination
- System Integration & Deployment

TECHNICAL SKILLS

Skills	Proficiency Level (%)
TIBCO Management	60%
Huawei FDA SMSC	75%
SMSC Jinny	75%
USSD Airwide, Jinny	75%
Huawei i2000	50%
Huawei HLR (LMT)	50%
UNIX	70%
PL / SQL	70%

EDUCATION

- **Diploma IT Management -**
University of Indonesia , 2008

AJI JAYA SAPUTRA



Assistant Manager Service Delivery

A results-driven Service Delivery Professional with nearly 16 years of expertise in UMB, SMSC, and VAS services, seeking to leverage technical proficiency, problem-solving skills, and data-driven insights to enhance telecom service operations, optimize system performance, and drive strategic improvements in a dynamic and growth-oriented organization. Targeting opportunities in The Middle East.

PERSONAL PROFILE

- **Service Delivery Leadership** – Spearheads end-to-end service delivery for UMB services at Indosat Ooredoo Hutchinson, ensuring seamless operation, performance optimization, and continuous service improvement.
- **Technical Expertise in VAS & Telecom** – Over 7 years of specialized experience in UMB, SMSC, and VAS services, proficient in troubleshooting, system integration, and network performance enhancement.
- **Strategic Change Management** – Expertise in managing UMB service modifications, preparing Method of Procedure (MOP) documents, and executing seamless migration projects, including Huawei to Timwee SDP migration.
- **Advanced Monitoring & Analysis** – Proficient in traffic monitoring, root cause analysis, and performance reporting using PL/SQL, UNIX, and TIBCO tools to optimize system functionality and minimize downtime.
- **Cross-Functional Collaboration** – Proven ability to liaise with cross-functional teams, vendors, and clients to drive service excellence, proactively resolve technical issues, and ensure compliance with SLAs.
- **Data-Driven Decision Making** – Adept at leveraging data analytics for proactive problem resolution, performance benchmarking, and presenting actionable insights in monthly and quarterly reports to stakeholders.

WORK EXPERIENCE

Since May'23: 6D Technology as Assistant Manager Service Delivery

Responsibilities:

- **Service Operations & Maintenance** – Oversee end-to-end service delivery for UMB, DND, SMPP, and MAP, ensuring seamless operations and minimal downtime.
- **Client Requirement Management** – Analyze, implement, and manage UMB changes and new requirements from clients, aligning with business needs and technical feasibility.
- **Incident & Problem Resolution** – Troubleshoot and resolve UMB-related issues, ensuring quick resolution and adherence to SLAs.
- **Change Management & Documentation** – Prepare Method of Procedure (MOP) documents for change requests and new implementations.
- **Proactive Monitoring & Escalation** – Conduct continuous monitoring of UMB services, proactively identifying issues and escalating them to relevant teams.
- **Performance Reporting & Client Interaction** – Generate and present monthly and quarterly performance reports, providing data-driven insights for service optimization.

Key Highlights:

- Successfully reduced service downtime significantly through the implementation of proactive monitoring and rapid response strategies.
- Enhanced client satisfaction scores through improved communication and service delivery practices.
- Spearheaded a project to streamline reporting processes, resulting in a remarkable reduction in report preparation time.

Oct'21-May'23: Digispice Indonesia as Assistant Manager Service Delivery

Responsibilities:

SOFT SKILLS

- Change Agent
- Collaborator
- Communicator
- Innovator
- Planner
- Thinker

PERSONAL DETAILS

Date of Birth: 20th November 1987

Languages Known: Bahasa & English

Address: Jl. Perkusi Blok G6 No 23
Perumahan Bukit Griya Cinere
Depok 16515

- Traffic Monitoring & Analysis – Conducted daily UMB traffic analysis, identifying patterns, fluctuations, and performance deviations.
- Performance & Compliance Reporting – Developed and submitted detailed daily, monthly, and quarterly performance reports using PL/SQL and UNIX.
- Change Request Execution – Managed the documentation and execution of change requests based on customer requirements.
- Problem Resolution & RCA – Analyzed service issues, diagnosed root causes, and implemented corrective measures to maintain operational efficiency.
- Proactive Issue Escalation – Continuously monitored UMB services, escalated potential risks and implemented preventive measures.
- SDP Migration Management – Successfully led the migration of UMB services from Huawei to Timwee, ensuring minimal service disruption.

Aug'19-Oct'21: Nityo Infotech as L2 Engineer TIBCO Specialist

Responsibilities:

- TIBCO Application Management – Monitored and maintained TIBCO applications, including Jenkins, Mashery, and POD, ensuring optimal performance.
- Incident Management & Troubleshooting – Performed L2-level support, analyzed, and resolved issues to maintain system stability.
- Client-Specific Customization – Supported client requests for system modifications, ensuring efficient and timely implementation.
- Data Analysis & Performance Monitoring – Utilized PL/SQL and UNIX for real-time data collection, issue detection, and performance analysis.
- Service Restart & Maintenance – Conducted first-level analysis and executed service restarts to minimize downtime.
- Reporting & Documentation – Created comprehensive reports detailing performance metrics, issue resolutions, and optimization strategies.

Aug'15-Aug'19: Tech Mahindra - Associate Tech Specialist

Responsibilities:

- Telecom Application Monitoring – Oversaw the health and performance of TIBCO, ODP, and SMSC applications.
- Client Requirements & Upgrades – Analyzed new customer requirements and managed SV10 system upgrades.
- Incident & Complaint Resolution – Diagnosed and resolved service issues, ensuring seamless network operations.
- Performance & SLA Management – Generated performance reports, analyzed trends, and optimized service efficiency.
- Fault Management & Configuration – Maintained fault and configuration of VAS network elements, ensuring stability within SLA timelines.
- Service Optimization – Used PL/SQL and UNIX tools to enhance system performance, reducing downtime and service disruptions.

PREVIOUS WORK EXPERIENCE

Sep'10-Aug'15: Dian Graha ElektriKA - VAS Engineer

Sep'09-Sep'10: Nokia Siemens Network – IN/SA Engineer