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PERY ROYBOWO

Personal Summary

I'm Pery RoyBowo, with a background in customer relations, operational management, and data insights. I have over 5 years of experience as a Sales Associate at PT Sabang Mandiri Abadi and PT Mitra Adiperkasa, excelling in customer relationships, and 2 years as an Admin & Inventory Staff at PT Quadran Inovasi Mandiri.

During my 6 years and 9 months at PT Grab Teknologi Indonesia, I progressed through roles as a HUB Leader, Driver Engagement Support, Data Entry & Collection Support Coordinator, and most recently, Safety & Quality PMO Associate. Proficient in Excel and eager to grow in data analysis and programming, I am dedicated to meaningful contributions in future roles.

Work Experience

Safety & Quality PMO Associate

PT Grab Teknologi Indonesia

Mar 2023 - Sep 2023 (7 month)

- Extract and clean data from Grab's database.
- Analyze data using Excel and SQL to find trends and insights.
- Create visualizations (charts, graphs, dashboards) to share findings with non-technical stakeholders.
- Summarize complex data findings into actionable insights.
- Gather qualitative data through surveys or interviews.
- Observe and document relevant information, such as behaviors and trends.

Data Entry and Collection Support Coordinator

PT Grab Teknologi Indonesia

Jun 2020 - Feb 2023 (2 year 9 month)

- Collect and compile customer review data.
- Create and maintain dashboards in Google Data Studio.
- Analyze data.
- Present data and findings

DAX Engagement Support

PT Grab Teknologi Indonesia

Apr 2018 - May 2020 (2 year 2 month)

- Manage Driver data for training support.
- Gather Driver feedback for GrabExpress Ops.
- Coordinate with Engagement for activations.
- Support GrabExpress events and Driver focus groups.
- Research competitor updates. Visit Driver basecamps for education.
- Share program updates in WhatsApp groups.
- Assist in Grab events (distributions, festivals).
- Test GrabExpress cancellation reasons.
- Support testing of new GrabExpress products.
- Monitor for Driver fraud.

HUB Leader

PT Solusi Pengiriman Indonesia (GrabParcel)

Jan 2017 - Mar 2018 (1 tahun 3 bulan)

- Manage work schedules for Drivers and Hub staff.
- Ensure smooth flow of goods.
- Ensure driver availability aligns with package load.
- Confirm drivers are in designated pickup areas.
- Ensure all drivers submit COD funds to the cashier staff.
- Ensure timely delivery of packages by drivers.
- Design efficient delivery routes for drivers.
- Prepare routine package movement reports. Analyze report data.

Staff Admin & Inventory

PT Quadran Inovasi utama

Nov 2013 - Oct 2015 (2 year)

- Prepare daily sales reports from all branches for submission to upper management.
- Create incoming orders.
- Monitor incoming and outgoing orders.
- Answer incoming calls from customers.
- Answer incoming calls from branch staff regarding order status.
- Create Delivery Orders (DO).
- Prepare work orders.
- Monitor field operational activities.
- Coordinate field staff.
- Schedule deliveries and pickups to branches and customers' homes.
- Input customer data.
- Review attendance and reimbursement requests for operational staff.
- Monitor stock availability at the Head Office (HO) and branches.
- Conduct monthly stocktaking at the HO and branches.
- Input stock movement data.

Sales Assitant

PT. MITRA ADIPERKASA TBK

Jul 2010 - Nov 2013 (3 year 5 month)

- Conduct direct sales to customers visiting the showroom.
- Maintain showroom cleanliness.
- Input sales into the sales program.
- Prepare daily sales reports to be sent via email to the Head Office.
- Update product stock availability in the showroom.

Sales Assistant

PT. Sabang Mandiri Abadi (Fladeo Group)

Nov 2008 - Jul 2010 (1 year 9 month)

- Conduct direct sales to customers visiting the counter.
- Maintain the cleanliness of the counter and product displays.
- Prepare daily and monthly sales reports.
- Create reports on incoming and sold product stock data.

Sales Assistant

PT. AGGIOMULTIMEX

Jun 2008 - Sep 2008 (4 month)

Assistance during the Eid peak season, conducting direct sales to customers visiting the counter.

Skills

Statistik, Information Technology Administration, Analisa Data, Database MySQL, Komputer Ms. Office, Administrasi, Data Entry, Bahasa SQL, Bahasa Pemrograman HTML, Pemrograman PHP, Pemasaran, Looker Studio

Languages

Bahasa Indonesia
Inggris

Education

Information Technology (Teknik & Informatika)

Bina Sarana Informatika University

Estimated completion date Oct 2026

Night Classes

GPA 3.9

Lisensi & sertifikasi

IT Bootcamp Software Development (3rd Place)

Bina Sarana Informatika University

Apr 2024

Sertifikat LPPM UBSI

Bina Sarana Informatika University

Apr 2024

Community Service : Utilization of Augmented Reality Technology as an Innovative Tool for Children Fostered in Smart Orphan Dormitories

Sertifikat Zahir Basis Data

Zahir

Feb 2024

Credential ID 19168/ZHR/WRK/II/2024

Sertifikat MTCNA

Mikrotik

Feb 2024 - Feb 2027

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Alibaba Cloud Data Analysis Speciality Certification

Alibaba Cloud

Dec 2023 - Dec 2025

Alibaba Cloud Certified Developer

Alibaba Cloud

Dec 2023 - Dec 2025

ACCD0119700100003549

PCAP: Programming Essentials in Python

Cisco Networking Academy

Jul 2023

The graduate of the PCAP: Programming Essentials in Python course, administered by the undersigned instructor, and provided by Cisco Networking Academy® in collaboration with OpenEDG Python Institute:

Data Analisis dengan Google Data Studio

Skill Academy

Mar 2021

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