

RAMA

SUGIHARTO, S.T.

Product Owner | ScrumMaster
Web Developer | QA | DevOps

Experienced officer with a proven track record in the financial services and hospitality industries. Proficient in JIRA, Microsoft Office, Adobe Creative Suite, SEO, SEM, analytical skills, Postman, SQL, Linux, WordPress, PHP, HTML, CSS, and social media. A strong professional with a degree in Information Technology from Trisakti University.



Phone.
0896-5444-4487

Email.
sugiramandroid@gmail.com

[f](#) [ig](#) [tw](#) [in](#) @sugirama

Website.
www.sugirama.my.id

Address.
Citragran Cibubur, Kota Bekasi.

<https://linkedin.com/in/sugirama/>

SKILLS

Photoshop	● ● ● ● ● ● ● ● ● ●
Wordpress	● ● ● ● ● ● ● ● ● ●
Jira / Trello	● ● ● ● ● ● ● ● ● ●
Google Tools	● ● ● ● ● ● ● ● ● ●
Adobe Creative	● ● ● ● ● ● ● ● ● ●
Ms. Office	● ● ● ● ● ● ● ● ● ●
PHP & CSS	● ● ● ● ● ● ● ● ● ●
SEO x SEM	● ● ● ● ● ● ● ● ● ●

EDUCATION

2005 - 2013

Bachelor's Degree in
Informatics Engineering,
Computer Network, Trisakti University

LICENSES & CERTIFICATIONS

2021 | LinkedIn
Product Management

2021 | LinkedIn
Enterprise Architecture

2020 | LinkedIn
Content Strategy for Digital Product
and Services

2020 | LinkedIn
Microservices: Design Patterns

REFERENCES

Adi Asriadi | 0815-1099-9444
Mobile Application Marketing Senior
Manager, Home Credit Indonesia

Donny Riantori | 0819-0890-8398
CTO, Surplus Indonesia

WORK EXPERIENCE

Surplus Indonesia (September 2023 – Current)

Quality Assurance | Scrum Master | Product Owner

- Developed automated testing suites to ensure the quality and accuracy of software features.
- Utilized debugging tools such as Firebug and Chrome DevTools to identify and resolve issues.
- Collaborated with developers to determine the root causes of software bugs and other issues.
- Served as a Scrum Master with a strong track record of delivering and implementing projects within scheduled deadlines.
- Provided post-implementation and maintenance support to the technical support team and clients.
- Highly skilled in mentoring and leading technical, project management, and leadership teams in adopting Agile/Scrum, Kanban, and other Agile best practices.

DDTC Indonesia (January 2017 – September 2023)

Developer | Social Media | SEO - SEM | DevOps | Product Owner

- Assisted Digital Media Managers in designing and implementing the company's digital media plans and strategies.
- Contributed to achieving digital marketing goals and objectives.
- Responsible for managing the entire software development lifecycle.
- Ensured the elimination of bottlenecks and system waste throughout the development process.

Discovery Hotels & Resorts (January 2015 - January 2017)

Web Developer & Social Media

- Developed innovative and reusable web-based tools for progressive online activities and community building.
- Implemented campaigns through websites, email marketing, social media, and online advertising.

Pelican Hotel Solutions (January 2014 – January 2015)

Junior Web Developer & Social Media

- Analyzed all client requirements to ensure accurate project execution.
- Performed system execution and handled website design and development.
- Conducted implementation, testing, and pre-handover processes for projects.
- Provided ongoing system maintenance and ensured proper functioning.
- Maintained and optimized SEO to improve website performance.

Portfolio (Web Design & Development)

Discovery Hotels & Resorts | 2015

Discovery Hotels & Resorts Management is an organization composed of seasoned and accomplished hoteliers and tourism experts. It provides management and consultancy services to some of the most prestigious hotels in Indonesia, as well as to exclusive resorts. Discovery Hotels & Resorts offers comprehensive services for both new projects and existing properties.



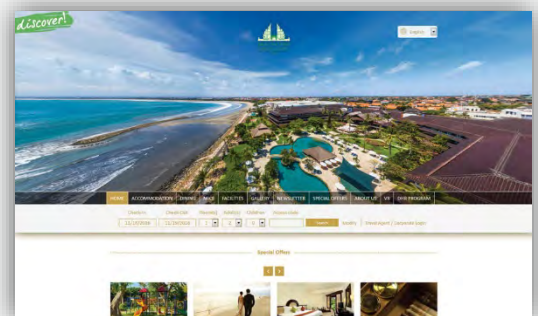
Hotel Borobudur Jakarta | 2015

Hotel Borobudur Jakarta is a five-star diamond hotel located in the heart of Jakarta. It is just a short walk from the Presidential Palace, a quick drive to shopping malls and business districts, and only 35 minutes from Soekarno-Hatta International Airport.



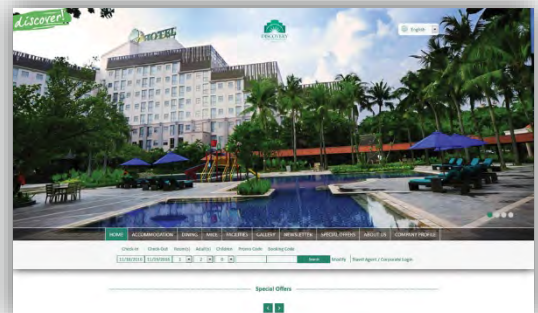
Discovery Kartika Plaza Hotel | 2015

The Discovery Kartika Plaza Hotel boasts a private beachfront location in Kuta, just north of Ngurah Rai International Airport. With 318 modern rooms, suites, and villas, guests can enjoy comfort and experience Balinese hospitality alongside international service standards. The hotel caters to both leisure and business travelers with its 7 restaurants and bars, 9 function spaces, a spa, a fitness center, and a spacious sculptured pool.



Discovery Hotel & Convention Ancol | 2015

Uniquely located in the heart of Jakarta Bay's Dreamland, this hotel provides a convenient base for families, friends, and colleagues, featuring a modern interpretation of stylish contemporary design and elegant furnishings in neutral tones. Immerse yourself in the impeccable surroundings, undeniably welcoming, and be captivated by the many attractions that Ancol Dreamland Park has to offer.



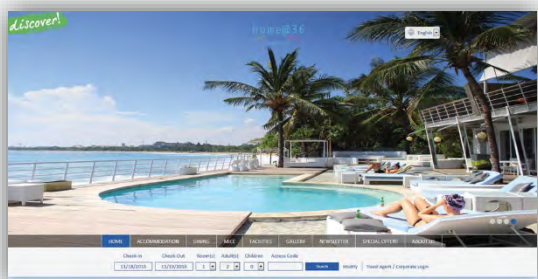
Palace Hotel Cipanas | 2015

Adjacent to the Presidential Palace in Cipanas, in the heart of the beautiful Puncak hills, it is less than a 2-hour drive from Jakarta and 1.5 hours from Bandung. Guests are pampered by the mild climate and enjoy panoramic views of Mount Gede, Mount Pangrango, and Kasur Valley, along with heartwarming service and a wide array of modern facilities.



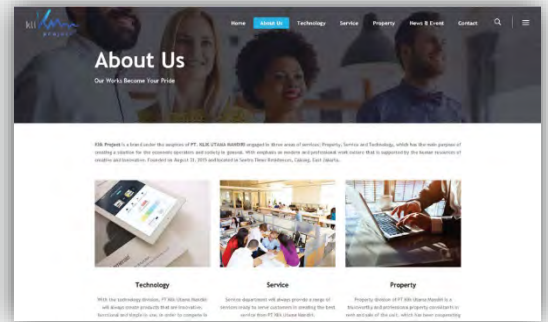
Home@36 Condotel Bali | 2015

The charming Home@36 Condotel is located within walking distance of the beachfront. Housed in a traditional-style building, the venue features 70 rooms. It offers non-smoking rooms, airport shuttles, daily housekeeping, and concierge services.



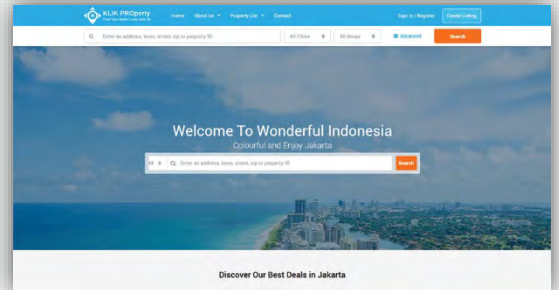
PT Klik Utama Mandiri | 2016

Klik Project is a brand under PT. KLIK UTAMA MANDIRI, engaged in three areas of service: Property, Service, and Technology. Its main goal is to create solutions for economic operators and society in general. The company emphasizes a modern and professional work culture, supported by human resources that are creative and innovative.



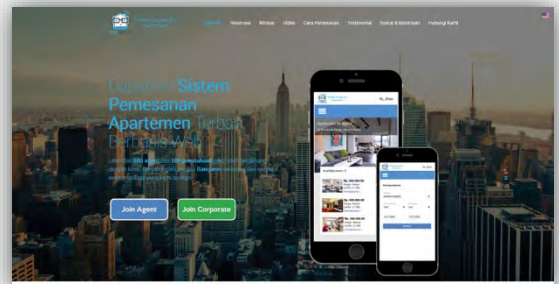
Klik Property | 2016

Klik Property aggregates millions of apartment listings from hundreds of sources across the web into a single map-based interface. Its goal is to significantly reduce the time it takes for renters to find their next home. The Klik Property interface combines next-generation Google Maps-based search, social and mapping technologies, and community insights on neighborhoods to provide a comprehensive view of each property.



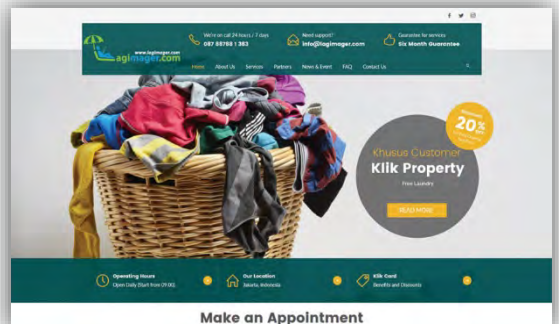
Bangaroo | 2016

Bangaroo is the web's fastest-growing apartment rental marketplace. As renters and landlords ourselves, we understand firsthand the widespread frustrations of renting. Our mission is to reinvent the rental marketplace based on trust and transparency.



Lagimager.com | 2016

Lagimager.com was established to provide janitorial services to the public, particularly in urban areas, with a focus on apartment and office cleaning. Lagimager.com is unique, offering not only cleaning services but also housekeeping and janitorial services, all tailored to meet the high standards of a hotel, adapted to the Lagimager.com standard.



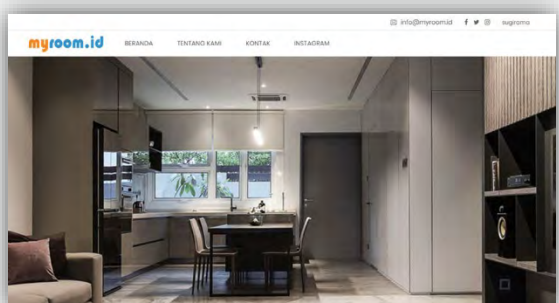
Kantor Imigrasi Kelas II Karawang | 2016

The Class I Non-TPI Immigration Office of Karawang is a technical implementation unit for immigration services, covering the Karawang and Purwakarta districts. Currently, the Karawang Class I Non-TPI Immigration Office has earned the title of a Corruption-Free Area (WBK) and a Clean and Serving Bureaucratic Area (WBBM).



Myroom.id | 2016

myroom.id is a digital platform designed to simplify the process of finding and booking rooms, apartments, and properties across Indonesia. With a user-friendly interface, myroom.id offers a wide range of accommodation options to suit various needs and preferences. Whether you are looking for a temporary stay or a long-term residence, myroom.id provides reliable information and seamless booking experiences.



DDTC Indonesia | 2017

DDTC is a research and knowledge-based taxation institution and a center for several high-standard taxation activity units that serve as key references in the field of taxation. We provide high-quality and comprehensive tax services that exceed our clients' expectations. We contribute to initiating tax policy discussions to ensure a balanced transformation of the tax system, benefiting all stakeholders. Additionally, we offer tax education and foster a conducive learning environment.

DDTCNews | 2017

DDTCNews is a taxation news portal aimed at the general public in Indonesia, particularly the Indonesian taxation community. This portal provides news, analysis, and other taxation-related information, professionally managed with a focus on journalistic standards and principles.

DDTC Tax Engine | 2017

Tax Engine is the only web-based taxation document search application in Indonesia. It is an application that runs directly in your browser, so there is no need to install anything. Tax Engine features an easy-to-use interface, making it convenient for users to study and compare taxation documents.

DDTC Library | 2017

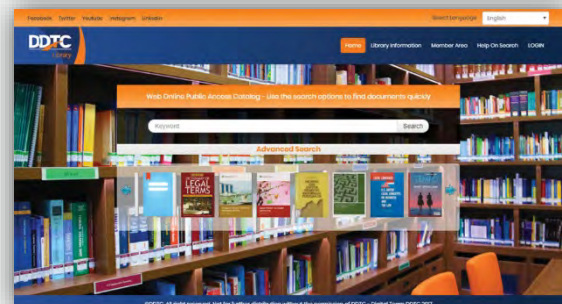
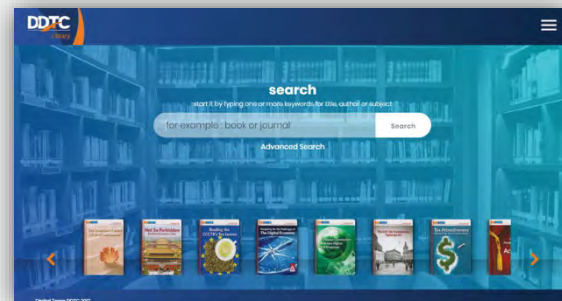
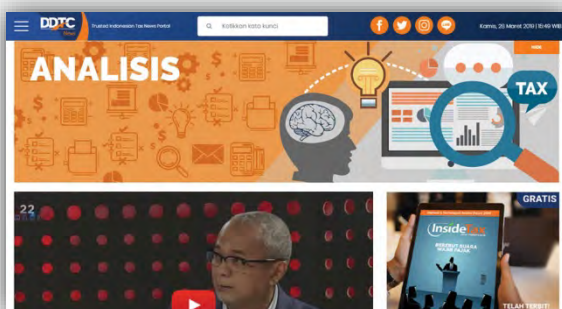
DDTC Library has a wide collection of books, ranging from fiction to scientific materials, and from printed materials to digital collections such as CD-ROMs, CDs, VCDs, and DVDs. We also collect daily periodicals such as newspapers and monthly publications like magazines.

DDTC Perpustakaan | 2017

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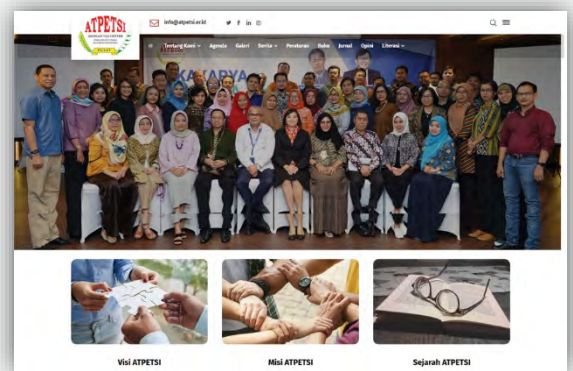
DDTC Academy | 2020

DDTC Academy offers a tax training program that incorporates relevant concepts and principles, sharp analysis, and in-depth research, while adapting to the constantly changing environment. It upholds academic values, integrity, and professionalism, and aims to reduce asymmetric information in the field of taxation.



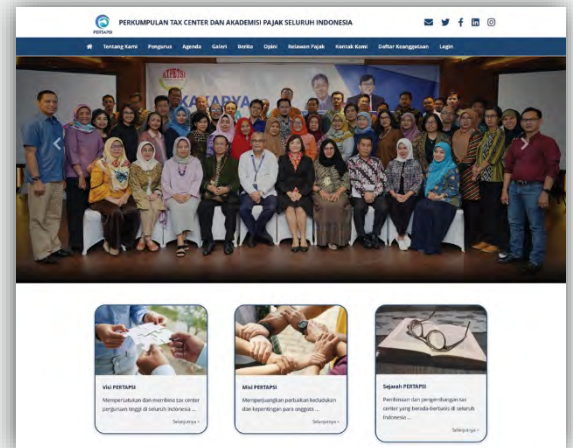
ATPETS | 2020

ATPETS, or the Association of Tax Centers of Higher Education Institutions throughout Indonesia, is an organization that accommodates tax centers in higher education institutions across Indonesia. This organization was established with the aim of developing education and outreach in the field of taxation for students, lecturers, and the general public.



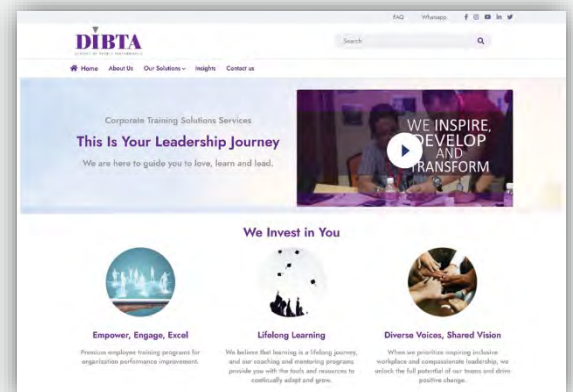
PERTAPSI | 2022

The **Tax Center and Tax Academics Association of Indonesia** is the only professional organization in the field of outreach, information dissemination, socialization, education, training, and other activities related to taxation for students, lecturers, academic staff at universities, and the general public.



DIBTA TMI | 2023

Dibta Group is a provider of "Specialty Learning Solutions" with over 20 years of experience across Asia. Our R&D/ISD teams throughout Asia have developed unique learning solutions and systems that have transformed many organizations into world-class leaders.



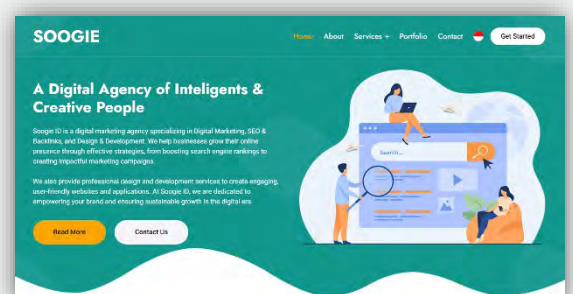
Surplus Indonesia | 2024

Surplus Indonesia is an application aimed at reducing food waste by rescuing surplus food from food stores. The app offers food at a 50% discount without any conditions. Surplus Indonesia has saved more than 100,000 tons of food and prevented economic losses amounting to 2.2 billion rupiahs. It has also reduced CO2 emissions by 3,500 tons and decreased plastic usage by up to 10%.



Soogie ID | 2025

Soogie ID is a digital marketing agency specializing in Digital Marketing, SEO & Backlinks, and Design & Development. We help businesses grow their online presence through effective strategies, from boosting search engine rankings to creating impactful marketing campaigns.



Portfolio (Product)

DDTC Intranet | 2021

DDTC Intranet is an integral part of the network system, playing a crucial role in DDTC's operations. It is used for project management, facilitating collaboration, communication within the company's internal environment, and serving as a central repository.



Perpajakan.id | 2021

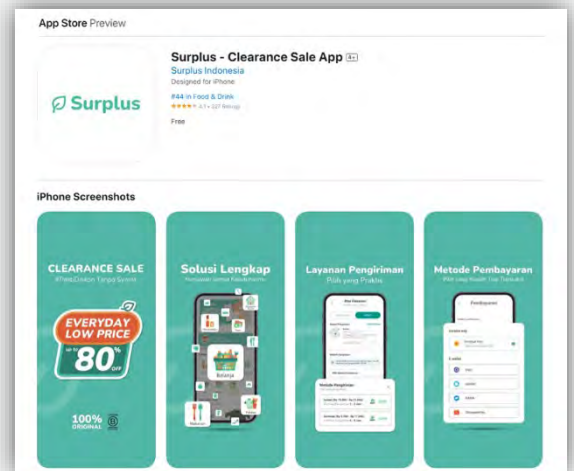
A **web-based tax document search and knowledge center application** in Indonesia, DDTC Taxation is guided by the principle that the availability of documentation is essential for tax-related activities.



Surplus - Clearance Sale App | 2024

Surplus Indonesia is an app designed to reduce food waste by connecting consumers with businesses that have excess food that is still fit for consumption. Through this app, consumers can purchase discounted food from restaurants, cafes, hotels, and SMEs that are partners of Surplus. In addition to helping reduce food waste, Surplus also supports businesses in minimizing losses due to unsold food.

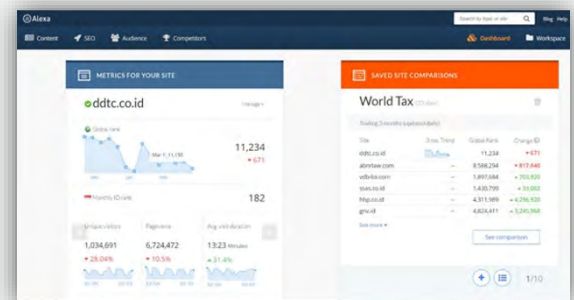
The Surplus app is available for download on the Google Play Store and App Store, allowing users to easily purchase excess food that is still fit for consumption.



Portfolio (SEO x SEM)

Alexa Rank ddtc.co.id | 2018 - 2021

Alexa ranking is one of the key indicators used to assess the success of marketing campaigns by utilizing website traffic data to rank websites in terms of popularity until 2021. The Alexa ranking is determined by combining estimated website visitor numbers and the number of pages visited by those visitors.



Pijar Academy ID | 2025

Pijar Academy is a learning platform that offers classes with high-quality materials needed by today's industries. They provide various courses designed to enhance professional skills.

