

Raden Rian Girianom

Analyst / Data Support

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SUMMARY

I'm Rian, A freelance market analyst and equities trader with a strong academic background in Governance Science and Data science training. Experienced in market trading and equities analysis since 2017, with additional experience in after-sales customer support and customer satisfaction for a global e-commerce. Proficient using tools Python, SQL, Microsoft Excel/Google Spreadsheets, Google Big Query with visualization and reporting using Tableau and Power BI.

EDUCATION

Hacktiv8 Technology Indonesia (Hacktiv8) **Jakarta, Indonesia**
Full Time Data Science Program. (Transcript) 04/2024

Diponegoro University (UNDIP) **Semarang, Indonesia**
Bachelor of Governance Science 2019

WORK EXPERIENCE

Transcosmos Indonesia **Semarang, Indonesia**
Customer Support staff Aftersales-Logistics for Global E-Commerce July – Dec 2024

- Maintain high-quality live chat SLA Customer Satisfaction (CSAT) metrics above 70% monthly.
- Consistently achieve digital SLA: 99.98% 1-minute first response time, 3-minute interaction times and reducing average handle time (AHT) to 25 minute, Solved 40+ global customer daily.
- Adapted quickly to fast-paced organizational changes and frequent product knowledge updates, tax customs regulations, refund, payment issue, promotional, orders, and logistics tracking status.
- Ensured financial handling, delivering zero financial losses for refund operation. Maintained efficient AHT (Average Handling Time) while supporting 40+ global customers daily.
- Analyzed customer feedback from internal CRM data with SME division to improve customer satisfaction and issue resolution.
- Maintain coordination, communication and reports escalations case with other divisions or Tier 2 teams to ensure customer solutions.

Ministry of Education Indonesia – Unit Museum and Heritage **Jakarta, Indonesia**
Project survey staff - National Survey Unit Museum and Heritage July – September 2023

- Formulated quantitative and qualitative survey plan with geographical mapping, timelines and integrating question survey with Indonesia law (UU Cagar Budaya) and insights from existing literature to ensure survey methodology.
- Deploy and disseminate google forms tools for efficient data collecting ensuring validation minimum 1000 respondents data.
- Created an efficient spreadsheet for data-collection framework, collect 30 key person stakeholders Opinion and Presented survey plan with stakeholders review for maximum survey efficiency.

Freelance Market Analyst and Trader Specializing Global, U.S, Indonesia **Indonesia**
2017 - Recent

- Analyzed multi-asset markets including cryptocurrency, Index movement, U.S. equities, and Indonesian stocks (IDX).
- Monitored global economic and financial news, IPO, macroeconomic dynamic, geopolitical developments, and earnings company.
- Proficient using charting technical analysis tools Tradingview, Investing.com to support trade decisions and market monitoring.

SKILLS

General Skills: Microsoft Office, Negotiations, Customer Management, Customer Satisfaction, GoogleWorkspace, Data Analysis, Tech savvy, Data entry

Programming Language: Python, SQL, NoSQL

Visualization Tools: Tableau, Miro, Kibana, PowerBI, Slides, Powerpoint

Tools: VSCode, Jupiter Notebook, PostgreSQL, Google BigQuery, ElasticSearch, MongoDB, Apache Airflow, Docker, Microsoft Excel, CRM, Tradingview, AI tools

Others : Amazon Web Services (AWS Glue, AWS DynamoDB, AWS Kinesis)

DATA PROJECTS

AtaPP (House Price Prediction)

April 2024

AtaPP is an application that helps home sellers to get references and determine prices from their house image and tabular data. Combined ANN (MLP) and CNN model with metrics R_Square 0,683.

Technology / Tools: Python, Pandas, Seaborn, Matplotlib, Scikit-Learn, Streamlit, Docker, Airflow, MongoDB

Fraud Claim Car Insurance Detector

Feb 2024

Developed a simple Machine Learning model to determine the claim car insurance from creditors are fraud or legit claim the result best model algorithm decision tree with 74 % accuracy.

Technology / Tools : Python, Pandas, Scikit-Learn

Customer Fashion Behaviour

Feb 2024

Performed in-depth customer behavior analysis for a Fashion Store using tools python, data visualization and statistical techniques. Ability to identify trends most payment feature, fashion categories and gender preferences.

Technology / Tools : Python, Plotly, Matplotlib, pandas, Tableau.

Data Driven Exploration of Geopolitical Influence on Global Petrol Price

June 2022

Performed exploratory data analysis (EDA) on the Petrol Worldwide price data for 2022, Global distribution of petrol prices, showcasing variations between countries variations of prices.

Technology / Tools : Datapane, Python, Pandas, Numpy, Plotly.

CERTIFICATIONS

AWS Cloud Computing Practitioner CLF-01

Global Certification Amazon Web Service -reStart program
(AWS Cloud Computing Ecosystem)

Certificate: [MYLMWDZ15MBQ1QG8](#)

*Issued on December 2022
expiration date 2028*

Python Basic - HackerRank

Certificate: [ID527FA4E3003F](#)

Issued on March 2024

SQL Basic – HackerRank

Certificate: [ID679330c42547](#)

Issued on March 2024