

WILDAN RAMDHANI

Data Management & Advanced Analytics



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PROFILE SUMMARY

Senior Engineer in Data Management & Advanced Analytics specialising in AI Engineering, enterprise automation, data platforms, and RAG-based knowledge systems.

Experienced in designing and implementing AI solutions such as LLM pipelines, Retrieval-Augmented Generation (RAG), intelligent agents, internal virtual assistants, and end-to-end automation for business processes.

Previously led the CRM System Development at Lintasarta for 6+ years, ensuring system reliability, scalability, and alignment with business goals.

Currently focusing on:

- Building AI-powered enterprise tools (RAG Assistants, document automation, workflow agents)
- Data engineering for analytics and AI readiness
- Vector database integration, embedding pipelines, and knowledge management
- Applying advanced analytics to solve operational, business, and customer-facing problems

Passionate about turning real business challenges into impactful AI solutions that scale across organisations.

WORK EXPERIENCE

PT APLIKANUSA LINTASARTA

July, 2019 – Present

SENIOR ENGINEER | DATA MANAGEMENT AND ADVANCED ANALYTICS

October 2025 – Present

- Designing and developing AI engineering pipelines including LLM orchestration, RAG systems, vector databases, and embedding workflows.
- Building enterprise-wide AI Assistants for knowledge retrieval, automation, documentation generation (SIP, SRS, UAT, WI), and internal support.
- Developing data pipelines and ensuring data quality/readiness for advanced analytics and AI workloads.
- Collaborating with business units to identify high-impact AI opportunities and convert them into deployable solutions.
- Implementing MLOps / AIOps concepts to ensure scalability, monitoring, and performance of AI workloads.
- Improving organisational efficiency by automating manual processes with AI-driven systems.

SENIOR ENGINEER | IT APPLICATION

August 2024 – September 2025

- Main PIC and Lead for CRM System Development and Maintenance
- Oversee the continued development, optimization, and maintenance of the CRM application.
- Work closely with cross-functional teams, including Business Analysts, Project Managers, and IT departments, to ensure cohesive and efficient CRM functionality.
- Coordinate with stakeholders to gather and refine business requirements, ensuring alignment with business goals.

- Identify, diagnose, and troubleshoot technical problems, minimizing downtime and system disruptions.
- Develop and implement risk mitigation strategies to preempt potential issues in the CRM system.
- Create detailed system documentation, user guides, and training materials.
- Conduct training sessions for end-users and business stakeholders to ensure smooth operation and understanding of the CRM system.
- Lead CRM-related projects, ensuring timelines, budgets, and quality standards are met.
- Development and Implementation of AI Virtual Assistant :
- Development of an AI virtual assistant using Retrieval-Augmented Generation (RAG) concepts to automate processes and improve decision-making across various business applications.
- Continuously research and implement new AI technologies and improvements to optimize the virtual assistant's performance and capabilities.
- Work closely with various departments to customize AI solutions based on their specific needs and ensure the AI virtual assistant supports diverse business functions.

SOFTWARE ENGINEER | APPLICATION DEVELOPMENT

November 2019 – July 2024

- Main PIC Development Of Customer Relationship Management System
- Maintaining and upgrading existing systems as required
- Troubleshooting technical issues and Risk mitigation planning
- Collaborating with Business Analysts, Project Leads and IT team to resolve issues and ensuring solutions are viable and consistent
- Creating system guidelines and manuals for the business users
- Running training and socialization sessions on system processes
- Structuring and prioritising business requirements and communicating plans with stakeholders for review and approval

PROGRAMMER | APPLICATION OPERATION

July 2019 – October 2019

- Maintain and manage Sales Force Application
- Finding solutions from previous cases using the Knowledge Base
- Working the life-cycle of a help desk incident
- Collect information on the problem to pass it to Support Lv3 if necessary
- Handling break/fix and configuration issues
- Guiding users on troubleshooting

TECHNICAL SKILL

AI & LLM Engineering

- Large Language Models (LLM)
- RAG (Retrieval-Augmented Generation)
- Prompt Engineering

Data Engineering

- Data Pipelines
- Data Modelling
- ETL/ELT
- SQL + Python
- Pandas

DATABASE

- Oracle
- Postgree
- MySQL

Tools & Platform

- Docker
- Git
- FastAPI / Flask
- TABLEAU
- PENTAHO

EDUCATION

Universitas Komputer Indonesia

2014 – 2019

Bachelor of Informatics Engineering

- Pass Software Competence
- Pass Entrepreneur Competence
- Certification : Building App For Android Mobile Device from Belogix
- GPA : 3.05

SMK Negeri 2 Cimahi

2011 – 2014

Software Engineering

- Student Council Manager in the field of Organization
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PROJECT EXPERIENCE

AI Virtual Assistant – RAG Enterprise System

As FullStack – PT Aplikanusa Lintasarta

- Built an internal AI assistant powered by RAG
- Integrated with enterprise documents & CRM knowledge
- Automates SIP/SRS/UAT document generation
- Reduces manual effort across teams
- Uses embeddings, vector DB, LLM orchestration

Enhancement Application PMOIS (Project Management Officer Information System)

As Project Manager – PT Aplikanusa Lintasarta | April, 2022 – November , 2022

Building Customer Relationship Management System

As Developer – Project Freelance | Dec, 2021 – September , 2022

- Associate with PT AKARI (ABOK CUSTOM)
- Build a Customer Relationship Management System Based on Product Perfex CRM and Customize CRM Application according to the requirement of users and business processes of the client company

Sentiment Analysis Based on Knowledge Pattern and Learning Vector Quantization

As Developer – Project Freelance | July, 2020 – September , 2020

- Creating an Application System for Classification Sentiment Analysis using Algorithm Learning Vector Quantization (LVQ) and Weighting Features Pattern Knowledge, Using Python Programming Language

Classification of Television Programs Based on Creative Ideas Using K-Nearest Neighbor

Thesis – Universitas Komputer Indonesia | September, 2018 – February , 2019

- Analyzing Calculations K – Nearest Neighbor Algorithm
 - Creating a Classification System using the K – Nearest Neighbor Algorithm and Weighting Features using Term Frequency – Inverse Document Frequency (TF-IDF)
 - Analyzing the Accuracy Test of the K –Nearest Neighbor Algorithm
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ACHIEVEMENT

- Achieved highest KPI rating in 2022 & 2023
- Two-time Employee Retention Award recipient (2023 & 2024)
- 4th place winner in Lintasarta Innovation Awards 2025 with “MARTEL – Marketing Intelligent”.