

MICHAEL OWEN RANGNGAN

IT Services | Operations & Customer Service

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PROFESSIONAL SUMMARY

Bachelor's degree graduate in Information Systems with a GPA of 3.72. Experienced in customer service, operational activities, financial transactions, and web-based system development. Accustomed to working with performance targets, standard operating procedures, cross-functional collaboration, and building long-term relationships with customers. Possesses strong analytical thinking, communication, and leadership skills. Ready to contribute and grow in a dynamic and professional work environment. Willing to be placed in all regions of Indonesia.

WORK EXPERIENCE

PT. Bank Mandiri (Persero) Tbk. | Toraja | Teller

July – December 2025

- Handled approximately 100 daily financial transactions with high accuracy in accordance with SOP.
- Supported branch service target achievement through excellent customer service and product cross-selling.
- Acted as the frontline representative in maintaining customer satisfaction and trust.
- Coordinated with operational teams to resolve customer inquiries and complaints effectively.

PT. Kinema Systrans Multimedia | Batam | Web Developer

August – December 2023

- Developed company websites by working on key pages such as information pages and project support features.
- Implemented UI designs to ensure responsive layouts and optimal user experience.
- Performed interface adjustments and bug fixes throughout the development process until project completion.

PT. Grocee Teknologi Indonesia | Makassar | Front-End Developer Intern

March – July 2023

- Developed front-end components and basic features for Grocee's website/application.
- Conducted UI testing and interface adjustments to ensure optimal performance across multiple devices.
- Assisted the development team in completing web projects according to defined targets and timelines.

TRAINING EXPERIENCE

VSGA KOMINFO | Makassar | Associate Data Scientist

March 2025

Participated in intensive training to enhance foundational skills in data science and data analysis, including competency assessment as part of the program requirements.

CERTIFICATIONS

- VSGA Associate Data Scientist (ADS) – KOMINFO | 2024
- Associate Data Scientist (ADS) Competency Certification | 2024
- TOEFL ITP | 2024
- MSIB Web Development | 2023
- Christian Student Fellowship Development Program – Makassar Dipa University | 2021
- National Science Olympiad (Regency Level) | 2019
- Provincial Science Olympiad | 2018

EDUCATION

Makassar Dipa University

September 2020 – February 2024

Bachelor of Information Systems (S.Kom) | GPA: 3.72 / 4.00

SKILLS

Hard Skills

- Microsoft Excel (VLOOKUP, Pivot Table – basic)
- Microsoft Word & PowerPoint
- Data Analysis
- Web Development
- UI/UX
- Administration
- Business Process Understanding
- Customer Service Operations

Soft Skills

- Analytical Thinking
- Communication
- Service Orientation
- Leadership
- Discipline
- Teamwork
- Adaptability to New Environments