



# HILMY HERDIANA

HR Business Partner - Talent Management & Analytics

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## STRENGTHS

- Data Savvy**  
Superpower data analysis to translate HR metrics into strategic decision-making tools.
- Streamlining Efficiency**  
Optimizing HR workflows is a forte, with a proven track record of boosting efficiency.
- Cultivating a Learning Culture**  
Leveraging data and HR systems to champion employee development initiatives fosters a culture of continuous learning.

## HARD SKILLS

- Data Visualization (e.g., Power BI, Tableau)
- HR Metrics Analysis
- HR Information Systems (HRIS) Configuration and Maintenance
- Data Extraction and Analysis
- Compensation and Benefits Administration
- Market Research and Analysis

## SOFT SKILLS

- Trend Identification and Pattern Recognition
- Report Generation and Communication
- User Support and Training
- Policy Development and Implementation
- Workflow Analysis and Optimization
- Problem-Solving and Critical Thinking
- Presentation Skills
- Customer Service and Support
- Attention to detail
- Strong work ethic
- Proficiency in MS Office Suite

## SUMMARY

A seasoned HR professional with 12+ years of experience brings a data-driven approach to talent management and process optimization. This individual excels at translating HR data into actionable insights and boasts a proven track record of leading initiatives that streamline workflows and cultivate employee development, fostering a strong foundation for organizational success.

## EXPERIENCES

**HR Reporting Analyst** Oct. 2017 - Jul. 2023  
**The Body Shop Indonesia** South Tangerang, Indonesia

- Key responsibilities:
- Led the HR data analysis and reporting function, providing insights to support strategic decision-making across the HR department and the business.
  - Analyzed HR metrics (recruitment, turnover, training) to identify trends, patterns, and correlations impacting business performance.
  - Developed and maintained comprehensive HR dashboards and reports using data visualization tools (Power BI, Tableau) for effective communication of HR data insights.
  - Partnered with HR leadership and business partners to define reporting needs and ensure data accuracy and completeness within the HR information system (HRIS).
  - Reviewed and analyzed existing HR policies and procedures for effectiveness, compliance, and alignment with evolving business goals.
  - Led process improvement initiatives across all HR areas (recruitment, onboarding, performance management) by actively participating in each process for a period of time to identify bottlenecks and inefficiencies.
  - Developed and implemented data-driven recommendations to streamline HR processes and enhance efficiency.
  - Supported the implementation of new HR technologies or programs through data analysis and reporting.
  - Ensured adherence to relevant data privacy and security regulations.
  - Utilized HR data and analytics to identify opportunities for organizational development initiatives, such as talent development programs or leadership training, to enhance employee skills and capabilities in alignment with business goals.

**HRIS Analyst & Reward Specialist** Dec. 2011 - Sep. 2017  
**Minamas Plantation** Central Jakarta, Indonesia

- Key responsibilities:
- Managed and maintained the HR information system (HRIS), ensuring data integrity, system functionality, and user security.
  - Provided technical support and training to HR staff and end-users on HRIS functionalities and troubleshooting procedures.
  - Analyzed HR data (payroll, benefits) to generate reports for various HR processes, including compensation planning and workforce budgeting.
  - Developed and implemented competitive compensation and reward programs (base salary, bonuses, stock options) through market research to ensure program effectiveness and alignment with industry standards.
  - Administered employee benefits programs, ensuring compliance with labor laws and regulations.
  - Reviewed and analyzed existing HR policies and procedures, particularly those related to compensation and rewards, for effectiveness and alignment with best practices.
  - Identified opportunities for process improvement within the compensation and rewards function by actively participating in the processes for a period of time.
  - Communicated compensation and rewards policies and procedures to employees clearly and effectively.
  - Configured and maintained the HRIS to meet evolving business needs and legal requirements.
  - Leveraged HRIS data to identify skills gaps and training needs within the organization, supporting the development of targeted training programs to enhance employee performance and contribute to overall organizational development.



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### EXPERIENCES

#### Call Center Operation Planner

Oct. 2010 - Nov. 2011  
Bandung, West Java

Telkomsel Call Center (PT. Infomedia Nusantara)

Key responsibilities:

- Analyze the historical and current data of the call center operations, such as call volume, handle time, service level, and customer satisfaction, and identify trends, patterns, and opportunities for improvement.
- Forecast the future call volume and demand, and plan the staffing and scheduling requirements, such as shifts, breaks, and vacations, to meet the service level and quality standards.
- Monitor and track the real-time call center operations, and make adjustments and corrections as needed, such as reassigning agents, changing priorities, or escalating issues.
- Communicate and coordinate with the call center managers, supervisors, and agents, and provide them with the relevant information and guidance on the call center operations and expectations.
- Prepare and present the reports and dashboards on the call center operations and provide insights and recommendations to the senior management and stakeholders.

#### Call Center Agent

Jul. 2009 - Oct. 2010  
Bandung, West Java

Telkomsel Call Center (PT. Infomedia Nusantara)

Key responsibilities:

- Answer incoming calls from customers and respond to their inquiries and complaints in a professional manner.
- Provide accurate and complete information to customers by using the right tools, processes, and procedures.
- Resolve customer issues in a timely manner to ensure customer satisfaction.
- Build rapport and trust with the customers and ensure their satisfaction and loyalty.
- Document the details and outcomes of the calls in the call center software and maintain the records of the customer interactions and transactions.
- Meet the call center performance and quality standards, such as call volume, handle time, service level, and customer feedback.

#### Stock Point Clerk

May. 2008 - Jun. 2009  
Bandung, West Java

PT Indomarco Adi Prima

Key responsibilities:

- Manage the inventory of stock items, from receiving and storing to issuing and distributing, and update the inventory records accordingly.
- Perform regular inventory counts and audits and ensure the accuracy and reliability of the inventory data.
- Supervise the maintenance of the cleanliness, order, and safety of the warehouse or storage facility, and ensure compliance with the policies and regulations.
- Manage the schedules of sales and marketing teams and their dispatch and ensure the timely and efficient delivery of the stock items to the customers or locations.
- Act as a leader of the stock point and supervise and coordinate the warehouse staff and drivers.

#### Graphic Designer

May. 2006 - Apr. 2008  
Bandung, West Java

3R Clothing

Key responsibilities:

- Designed graphic elements and artwork for t-shirt prints.
- Collaborated with clients to understand design requirements and preferences.
- Prepared mockups and presentations of design concepts.
- Ensured designs met printing specifications and quality standards.