GUNAWAN SANTOSO

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SPECIALTIES: Data Center Specialist, Enterprise Architecture for Banking & Multi Finance, IT Project Management, IT Governance & Strategy, Price Negotiator, Virtualization Architecture and M&A IT Infrastructure Integration Specialist.

SELECTED ACHIEVEMENTS:

- Panelist & Guest Speaker at the 8th Annual Asian Data Center Summit, Singapore (http://dcs.questexevents.net) for topic "Architecting Your Roadmap Towards Next-Generation Virtualized Data Centers" & "Successfully Managing a Hybrid Cloud Infrastructure"
- Design, Built and Maintain virtualization infrastructure into the "Advanced Virtualization" stage. VM ware believe in comparison to other banks in Indonesia and the ASEAN region, this places BTPN as a leader to operating at Private Cloud Ready State (2010).
- Guest Speaker at 7th Asian Data Center Summit, Singapore (http://dcs.questexevents.net) for topic "Minimizing Disruptions in Data Center's Infrastructure - Best Practice in Managing Data Center Performance According to the SLAs".
- Contributor in article by Network Asia "IT spending in a down economy" (http://www.networksasia.net/content/it-spending-down-economy).
- VMware Customer Case Study- http://www.vmware.com/a/customers/country/98/Indonesia.
- IBM White Paper "BTPN the first to use IBM XIV Storage in Indonesia".
- Guest Speaker at Cloud Conference Journey to The Could, Jakarta (http://cloudforum.questexevents.net/2011/sg/jakarta-program) for Panel Discussion "Deploying Cloud as Mainstream Business Enabler: Is Cloud Ready for Business and Area Business Ready for Cloud?"
- Strong record of success in creating robust IT architectures and infrastructures including its operation.
- Proven ability to bring the benefits of IT to solve business issues while managing costs and risks.

EXPERIENCE

PT Bank Tabungan Pensiunan Nasional TBK (Bank BTPN)   May 2008 – Current
System & Infrastructure Support Head – Sharia Business (VP)
Main activities & responsibilities:

- Determine current & future business requirements for the new Islamic Bank technology organization. This included the Business Environment, Strategic Objectives and Issues with a consistent approach.
- Evaluate and Design short range plan related with investment strategy setting up new Islamic Bank.
- Design and Implementation technical side for the upgrade Temenos Core Banking System Islamic platform.
- Leverage & Integration with current bank IT organization until spin-off phase.
- Examine the scalability of target bank existing IT infrastructure and the possibilities behind integrating the IT system of the target bank.
- Roll out & maintain 800 Wisma.

Achievements:

- IT Operations Head (2008-2010);
- IT Implementation Support Head (2010-2011);
- Founders award for Micro Banking Business;
- Promotion from AVP to VP (2008-2010);
- Build new Data Center and DRC sites;
- Developed and Implemented the first two out of five years IT Infrastructure Strategic Blue Print covering process, technology, investment and people;
- Merge and Relocated Data Center from two Production Sites and two DRC Sites to one Production & one DRC Sites;

- Tune and stabilized Core Banking System to meet 99% SLA (Service Level Agreement);
- Developed, Documented and Implemented Core Banking System DRP (Disaster Recovery Procedure) by Switch over and back for a day to DRC site;
- Designed and Relocated BI RTGS Server to DC Site;
- Revamped IT Infrastructure and Architecture in one year to support current business core engine, Pension Funds and the new 2nd core engine Micro Banking for 950 online branches and 10.000 employees;

PT Bussan Auto Finance (BAF)   July 2007 – May 2008
IT Project Manager – PMO (Senior Manager)
Main activities & responsibilities:
- Took part of the IT Internal Audit function development and implementation from global group Mitsui Co Ltd – COBIT Standard;
- Oversee for the overall IT projects according to the function and system specification on time, cost and quality;
- Developed, clarifies and manages the scope of the IT project, defines contract deliverables and achieves targeted outcomes;
- Ensure IT project requirements are achieved in a timely fashion and within budget guidelines;
- Assembles IT project team, identifies needed resources, assigns responsibilities and develops timeframes to facilitate successful completion of IT project activities and deliverables;

Achievements:
- Create business proposal the IT project costs and estimated delivery on time and within budgetary guidelines for approval by Mitsui Co Ltd.
- Work closely with all business units to gather system requirements to support business strategy of Project 3G (third Generation Core System and Enterprise Applications) to achieve financing 3 mil Yamaha motorcycles in a year.
- Developed Enterprise and Server Architecture to support Project 3G business strategy (total investment USD 6 mil);
- Designed, Piloting & Selection, Negotiated and Implemented:
  - ✓ Project Release Management & Project Portfolio Management – Serena;
  - ✓ Project Human Resources – Oracle Human Capital Management (Core, Training & Recruitment modules);
  - ✓ Project Collection Management System – Infoflow CMS;
  - ✓ Project Business Intelligence & Datawarehouse – Oracle BI Suite & Microsoft ProClarity.
- Lead Gap Analysis exercises with all business units and Nucleus vendor to analyzed impact of Core System replacement including Loan Management, Customer Acquisition, General Ledger, Interface and Data Migration requirement.

PT Daya Cipta Optima   September 2006 – June 2007
Business Project Manager for PT. Bank Danamon Indonesia TBK (Outsource)
Main activities & responsibilities:
- Oversee all aspect of assigned project including planning, execution, monitoring and communication;
- To certify RTO (Recovery Time Objective) to meet audit satisfactory standards from Bank of Indonesia & Business requirement for all conventional (non-SAN (Storage Area Network) connect) applications.

Achievements:
- Relocated Treasury system (Submit) to Production DC Site;
- Created RFP (Request for Proposal) for DRC Site relocation;
- Implemented Change & Release Management Tools (Serena): Automation of its System Development Life Cycle (SDLC) and Version Control Tools to prepare for CMMI (Capability Maturity Model Integration) level five.

Webarchieved (www.webarchives.com)   February 1998 – June 2007
Part Time Joint Business (Co-Founder)
Main activities & responsibilities:
- Developing module customization ASP.net and SQL based internet and intranet application;
- Application tester before final release;
- System Administrator & Change Management for webhosting

PT GE Consumer Finance Indonesia (GE Money)   December 2005 – June 2006
Data Center Manager (Manager)
Main activities & responsibilities:

- Managed daily operation of data center operation including EOD & EOM Process for enterprise applications;
- Prepared and analyzed SLA reports.

Achievements:
- Project Clean: re-design and implemented all servers links with redundancy server farm;
- Designed and Implemented new UPS power with Tier II redundancy design;
- Manage to work together with Mainframe Application support in Singapore in Batch Tuning & Optimization resulted in improvement with the Batch process under minimum MIPS & reduce business claim from SLA from 1.2 Trillion rupiah in December to 100 million rupiah in January & 50 million rupiah in February.

PT ANZ Panin Bank (Bank ANZ)   February 2003 – December 2005
Manager IT Operation (Manager)
Main activities & responsibilities:
- Managed overall IT support functions for Credit Card and Retail Banking business units;
- Ensure the implementation of Global Information Security & Infrastructure Standards;
- Liaise with Asia Lead Technologist ANZ Group Melbourne for update on Bank's technology requirement;

Achievements:
- Promotion from Assistant Manager to Manager (2003-2004);
- Windows 2000 PC Bulldozer Award;
- Windows 2000 Server Asia Rollout Project Manager Distinction Award for region Singapore & Indonesia;
- Designed and Implemented PABX, IVR and Billing application upgraded for Call Center & Platinum Telemarketing;
- Subject Matter Expert in Project Paris Infrastructure Design, a blue print of Windows 2000 Server infrastructure design and rationale for Asia Pacific;
- Implemented ATM upgrade to 3DES and ATM client upgrade to Windows XP;
- Migration of ANZ Singapore treasury system to meet Windows 2000 environment group standard;
- Implemented ANZ Indonesia treasury system by integration of Reuters system, Telephony and Core Banking System;
- Relocated two Card Center Telemarketing and Collection and open three new Collection Center with migration completed in 2 days.

PT Supernova (www.supernova –id.com)   June 2002 – January 2003
Marketing & Market Research Officer (Assistant Manager)
Achievements:
- Working together with Third Party Vendor & IT Team for the rapid implementation of a mini ERP system designed specifically to run on small businesses networks using SQL. Included an integrated ecommerce module with standard integration with inventory, purchasing, sales and accounting. Implementations were done in 4 months, completed with training of 45 users.

PT Bank UOB Indonesia (Bank UOBI)   February 2001 – June 2002
Senior Officer Information Technology (Supervisor)
Achievements:
- Automation Project Manager:
  - ✓ Developed interface application under VB between LBU (Monthly Central Bank Reporting System) with Accounting System;
  - ✓ Report Consolidation (FINCON) for multiple Excel Spreadsheet under MS Office 97.
- Local Country support for FITAS system for Trade Finance Department implementation (integration between AS/400 MIDAZ and Merva Windows NT);
- AS/400 hardware (iSeries) new machine Migration local Project Manager;
- Designed & implement backup ISDN link for all five branches (Bandung, Surabaya, Bali, Medan, & Bintan).

EDUCATION
University of Western Australia, WA. Australia
Master of Science & Commerce: Information Technology (engineering)
University of Indianapolis, IN. USA
Bachelor of Science in Industrial Management with minor in Computer Science.

COURSE & SEMINARS

- SAP Introduction to ABAP programming in the R3 (Financial, Sales and Distribution, & Materials Management Modules) Environment. Solution 6 (Alphawest), Australia 1999.
- SAP Jumpstart Training, Accounts Payable, Logistics, and Procurement Modules R3 Environment. Solution 6 (Alphawest), Australia 1999.
- Certification for Completion in AS/400 Availability and Recovery Seminar. IBM Indonesia, Indonesia 2001.
- Network Infrastructure Security for Windows 2000 Network Security & Intrusion Detection. MIS Training Institute, Singapore 2001.
- E-Commerce Security for Auditing E-Commerce Applications, Remote Access & VPN Security, Using Cryptography for E-Business Applications & Legal Issues for E-Commerce. MIS Training Institute, Singapore 2001.
- Certificate for Managing Your SWIFT Connection. Society for Worldwide Interbank S.W.I.F.T. Financial Telecommunication SCRL, Indonesia 2002.
- Certificate for IBM AS/400 System Operation. PT. Gunatronikatama Cipta Sistim Informatika (GASI), Indonesia 2002.
- Problem Solving and Decision Making Workshop. Prasetiya Mulya, Indonesia 2002.
- Internetworking Concept (INC) & Interconnecting Cisco Network Devices (ICND). ExecuTrain of Jakarta, Indonesia 2003.
- Code of Conduct & Values. ANZ Group, Indonesia 2003.
- People Managers. GME-DDI, Indonesia 2003.
- Leadership Engine Coaches' Clinic – Pritchett Rummler Brache. Indonesia 2003.
- Leadership Focus and Execution – Dr. Stephen R Covey. Indonesia 2003.
- Edward de Bono's Six Thinking Hats Course. Thinking Management Techniques Private Limited, Indonesia 2004.
- Information Security & Operational Risk. The Asian Banker, Malaysia 2004.
- Result-Based Interactions Workshop. GME-DDI, Indonesia 2004.
- Management Information System (MIS), PT. Inixindo Persada Rekayasa Komputer, Indonesia 2005.
- IT Project Management. Plasmedia, Indonesia 2005.
- IT Audit & IT Governance using COBIT Framework. Plasmedia, Indonesia 2005.
- Effective Coaching Skills. GE Internal Training, Indonesia 2006.
- Being Effective Leader Skills (BELS). GE Internal Training, Indonesia 2006.
- Robust Project Management. Daya Cipta Optima, Indonesia 2006.
- Advances Service Level Agreements, Markus Evans, Indonesia 2009.
- The Leadership Challenge, Indonesia 2010.
- VM World 2010, San Francisco USA.
- ITIL v3 Foundation Certificated 2011.

REFERENCE
- Sim Choo Kay – Director of Bank UOB Indonesia (Retired) +65.961.24077.
- Muhamadian Rostian – Compliance Director of PT ANZ Panin Bank.
- Udi Baboe – Head of Sales & Marketing of PT ANZ Panin Bank.
- Tommy Tjia – CFO of PT ANZ Panin Bank: +62.817.163.276.
- David Hannam – Head of C&TF of ANZ Banking Group China.
- Stell Michael – Manager Projects & Development of ANZ Banking Group AU (Retired): +613-9273-1987.
- Tai Hwee Tiong – IT Manager of ANZ Banking Group SG: +65-539-6054.
- John Winders – Managing Director of PT Panin Bank (Retired).
- Dodong Cahyono – VP Service Delivery of PT GE Consumer Finance Indonesia.
- Jerry NG – President Director of PT. Bank Tabungan Pensiunan Nasional.
- Kharim Siregar – IT Director of PT Bank Tabungan Pensiunan Nasional.
- Setiasmo – Operation & Technology Head – Sharia Business of PT Bank Tabungan Pensiunan Nasional.
- Krisna Nugraha – IT Planning, Governance & Security Head of PT Bank Tabungan Pensiunan Nasional.