



Ari R. Fikri

Technical Program Manager | Project Manager | Digital Transformation

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SUMMARY

Program Manager and Technical Delivery Leader with 15+ years of experience driving digital transformation and enterprise software delivery across manufacturing, fintech, e-commerce, telecommunications, and government sectors. Throughout roles spanning Engineering Management, Product Management, System Analysis, and Agile leadership, consistently partnered with business and technology stakeholders to prioritize initiatives, manage cross-functional delivery, and achieve measurable business outcomes.

EXPERIENCES

[Toyota Motor Manufacturing Indonesia \(TMMIN\)](#) - Auto vehicle manufacturer

System Analyst (March 2025 – May 2026)

Led business analysis for three strategic digital transformation initiatives supporting Toyota's manufacturing operations. Partnered with business stakeholders to gather and prioritize requirements, define project scope, and translate business needs into technical solutions while coordinating delivery between users and software development teams.

Contributed to the successful implementation of enterprise manufacturing solutions that improved operational efficiency, achieved complete driver trip traceability, reduced costing preparation from several months to two weeks, and generated approximately **IDR 2 billion in annual savings**. Applied Toyota Production System (TPS) principles to support continuous improvement initiatives.

[Universitas Gadjah Mada](#) - Yogyakarta - University of Education

Data Analyst (May 2024 - Dec 2024)

Supported the Ministry of Energy and Mineral Resources (ESDM) data integration initiative.

Analyzed databases, improved governance and compliance.

Coordinated stakeholders and engineering teams while delivering reports supporting strategic decision making.

[Shabu Ajhi](#) - Ciwidey - Delivery Food Franchise

Franchisee (July 2022 - April 2024)

Managed daily operations, budgeting, delivery services, and digital marketing for a food franchise while ensuring customer satisfaction and compliance with brand standards.

[Evermos](#) - Bandung - Social Marketplace

Software Engineering Manager (February 2021 - June 2022)

Led a cross-functional engineering team of nine members delivering Back Office, Warehouse, and Logistics platforms from planning through production. Coordinated engineering priorities, stakeholder expectations, and delivery execution supporting business operations generating approximately **IDR 4 billion in monthly GMV**.

Managed delivery priorities by coordinating engineering teams, product stakeholders, and business objectives to ensure timely and high-quality software releases.

Facilitated cross-functional collaboration, resolved delivery challenges, and aligned technical execution with organizational priorities.

Built a high-performing engineering organization through structured recruitment, performance management, and career development initiatives, increasing employee satisfaction to **85%** and improving retention by **12%** within one year.

Bizzy Indonesia - BSD Banten - B2B Supply chain management platform service

Head of Product Fintech (August 2019 - Mei 2020)

Defined the product vision and strategic roadmap for the company's fintech platform, prioritizing four key product initiatives aligned with business growth objectives. Established measurable success metrics targeting the first 100 early adopters for product validation and 1,000 POS users within the first year.

Partnered closely with Project Managers, Product Owners, Engineering, and business stakeholders to prioritize initiatives, assess delivery feasibility, and align execution with strategic objectives. Worked with business strategy and operations leaders to ensure product roadmaps supported organizational priorities while incorporating customer feedback and market insights to continuously refine product direction.

PT Multi Pinashtika Mustika (MPM) - Jakarta - IT Financing and Multi businesses

Scrum Master (May 2018 - July 2019)

Led Agile delivery across four Scrum teams, improving delivery predictability and reducing release cycles from more than one month to two-week iterations. Facilitated cross-functional collaboration, removed delivery impediments, and improved communication between engineering teams and business stakeholders.

Drove a quality improvement initiative by prioritizing defect resolution based on business impact, leading the team to resolve 80% of more than 60 known issues within two sprints and significantly improving product stability and user satisfaction.

Visionet Internasional (OVO) - Jakarta - Fintech Payment

Scrum Master / Product Owner (February 2016 - April 2018)

Performed dual leadership roles across multiple startup initiatives within the Lippo Group ecosystem, serving as Scrum Master for one Agile team and Product Owner for another, supporting OVO, MBiz, RCL, and MatahariMall.

As Scrum Master, coached development teams, facilitated Agile delivery, and removed delivery impediments to improve execution. As Product Owner, translated management priorities into product backlogs, refined user stories, and aligned development with business objectives and release plans.

Inmage - 123RF - Bandung - Stock Images and IT Industry

Tech Project Manager (*promoted from Android Developer*) (October 2013 – January 2016)

Led software delivery for multiple mobile and web initiatives, coordinating approximately 40 engineers across cross-functional teams and collaborating with remote headquarters while reporting project status to the CTO.

Recovered product initiatives delayed by six months through improved planning, team coordination, and prioritization, successfully launching three mobile games and two web-based platforms.

Walden Global Services - Bandung - Software Development Agency

Tech Project Manager (February 2010 – December 2012)

Managed concurrent software development projects for international clients, overseeing project planning, estimation, schedules, scope, change requests, and delivery while serving as the primary client contact.

Led Agile delivery across multiple teams, resulting in the successful completion of eight concurrent projects within six months while maintaining high client satisfaction.

Early Technical Experience

Senior Software Programmer – Cowon Global (2009–2010)

Contributed to four telecom initiatives, including premium SMS services, IVR/RBT integration supporting **3 million users**, and mobile gaming platforms.

IT Engineer – Nokia Siemens Networks (2007–2008)

Supported the separation of IT infrastructure serving **3,000 employees** across four cities.

Java Developer – Mobeenet Indonesia (2006–2007)

Developed a reusable mobile application framework for multiple handset platforms.

Software Programmer – SET INDO (2005–2006)

Built software integrated with electrical testing hardware, increasing testing throughput to **40–100 components simultaneously**.

IT Support & Software Programmer – Cahaya Mitra Damai (2001–2004)

Managed enterprise IT infrastructure and developed manufacturing support applications.

SKILLS

Core Skills : Technical Project Management • Technical Program Management • Agile (Scrum/Kanban) • Digital Transformation • Stakeholder Management • Risk & Change Management • Business Analysis • SDLC • Product Management

Tools : Jira • Confluence • ClickUp • Redmine • Pivotal Tracker

Technical : n8n • Python • Java • Javascript • Go • PHP • SQL/NoSQL • Cloud Platforms • Docker • Git

Languages : Bahasa Indonesia (Native) • English (Fluent) • German, Spanish, Arabic, Japanese (Basic)

CERTIFICATES

Google Project Management Professional : [Google](#)

Product Management Basics Certification: [Pendo.io](#)

Scrum Fundamentals Certified - SFC : [ScrumStudy Italia](#)

Agile Scrum Master: [Simplilearn](#)

EDUCATION

Informatic Management from UNIKOM Bandung with GPA 3.57