## Contact

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(LinkedIn)
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(Personal)

## Top Skills

Enterprise Resource Planning (ERP)

Software Development Life Cycle
(SDLC)

Project Management

## Languages

Indonesian (Native or Bilingual)

English (Professional Working)

## Certifications

MCTS: .NET Framework 3.5,
ASP.NET Applications

MCPS: Microsoft Certified
Professional

MS: Microsoft Dynamics CRM 2016
Online Deployment

Learn the Truth About Agile versus
Waterfall Course

Microsoft Learning honor Certificate
of Completion in  Microsoft
AZURE214x: Azure Fundamentals

## Honors-Awards

1st winner of BI Campus Knowledge
Competition (BI-CKC) - with team

# Mark Billy Abraham Salendu

Experienced Consultant | Dynamics CRM | Agile
Jakarta

## Summary

Versatile, capable of a broad range software development, desktop
or web application which utilizing Microsoft .NET technology.
Experienced in design & developing ERP system, both in functional
& technical perspective.

Currently I'm holding a master degree in information technology
& 2 active certifications from Microsoft as a Microsoft Specialist /
Professional. I always eager to improve personal skill by gaining a lot
of experiences and continuous learning.

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## Experience

sa.global
Senior CRM Consultant
2019 - Present (1 year)
Indonesia

Providing consulting and development services utilizing the MS Dynamics
suite of applications and other software required to deliver solutions.

Responsibilities:
Developing, designing, implementing, and supporting CRM/XRM solutions
Designing integration solutions for backend services and back office/ERP
applications.
Providing technical Microsoft CRM platform delivery expertise
Collaborate with team to understand and manage project delivery
expectations.
Continually develop both consultative, interpersonal and written
communication skills
Participating in developing and refining best practices for CRM development
and project delivery

Technosoft SEA Pte.Ltd.
Technical Consultant
January 2016 - May 2019 (3 years 5 months)

# Assist in developing customization on top of Yana DMS v6.0 for automotive dealership company in Philippine.

# Assist in gathering requirement of vehicle services module (i.e.; service repair, outsource work, purchasing & inventory management), perform process & technical analysis, also estimate development effort as part of Yana DMS v5.0 implementation for automotive dealership company in Indonesia.

# Assisted in exploring integration & data flow approach between CRM and other applications.

# Assisted in building customer portal using Dynamics 365 Portal Online for client submitting support request.

# Thorough analysis (i.e.: process analysis, and code debugging) & resolution for any technical issue raise by customer/client related to Yana DMS v3.0.

# Assist pre-sales team in developing prototype (POC) for prospect clients in Philippine & Thailand

## CODE.ID
Software Developer
February 2015 - December 2015 (11 months)
Greater Jakarta Area, Indonesia

# Assist in developing ERP (web) application for construction company in Indonesia, utilizing ASP.NET (micro-ORM framework) & MS SQL Server 2012.

# Assist in developing & perform technical analysis of Employee Learning Management system for one of major bank in Indonesia, utilizing ASP.NET & MS SQL Server 2012

# Support all task related design, development, and technical analysis based on functional specifications.

## Technosoft Consulting
Technical Consultant
January 2012 - June 2014 (2 years 6 months)
Greater Jakarta Area, Indonesia

# Lead research for MS Dynamics CRM 2011 feature enhancement, utilizing HTML5 capabilities for desktop & mobile device platform.

# Assist in gathering requirement of common functional (i.e.: master data integration, data security & authorization, and approval process), perform technical analysis, and estimate development effort as part of Yana DMS v2.0 implementation, for one of automotive manufacture & dealership company in Japan.

# Assist in developing ERP system implementation, utilizing MS Dynamics 2011 & Dynamics AX 2012 for public transportation company in Jakarta, Indonesia.
# Perform thorough analysis & resolution for any technical issue raise by customer/client related to Yana DMS v2.0

## PT CyanSys
Technical Consultant
April 2011 - January 2012 (10 months)
Jakarta

# Perform technical analysis and customization on Microsoft Dynamics NAV (vers.4, 5, 2009R2) based on functional requirement.
# Providing technical support for any technical issue raise by client.

## Bina Nusantara University
2 years 8 months

Programmer
May 2009 - March 2011 (1 year 11 months)
Greater Jakarta Area, Indonesia

# Perform technical analysis based on functional specifications and develop application utilizing Microsoft .NET platform.
# Improve existing library website by migrating into ASP.NET 3.5 and add bilingual capability.
# Fix, improve, and enhance academic application (front & back office system), specifically library department.

IT Directorate - Associate Member (internship)
August 2008 - April 2009 (9 months)
Jakarta

Involve in one of in-house development project (CEInSys) as base step entering IT working environment. Learn a lot about programming practices, relational database, etc.

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# Education

Universitas Bina Nusantara (Binus)
Master's Degree, Information Technology · (2014 - 2016)

Universitas Bina Nusantara (Binus)
Dual Program, Computer Science & Statistics · (2006 - 2011)