

# Dedih Permana Putra

“ Technician ”

Cipanjak Village No.24 Rt.04 Rw.15 Parongpong.,  
Bandung Barat Regency 40559 Province West Java,  
Indonesia  
p. 081214534852, e. dedihodol@gmail.com

Employees with extensive knowledge of Dealer Management Systems, customer service, maintenance service, general repair for vehicle, and continuous improvement. Self-motivated starters are encouraged to solve problems in transparency and professionalism

## EDUCATION

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### President University

2014 - 2017

Bachelor of Engineering (B.Eng.),  
Industrial Engineering  
(concentration in Teknik Industri)  
GPA of 3.48 (out of 4.00)

## TRAINING/SEMINAR/WORKSHOP

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» Nissan Service 18 Jul 2016

**Technician  
Educational Program  
2 Engine (NSTEP 2  
Engine) - Nissan Motor  
Indonesia**

» Nissan Service 3 Sep 2012

**Technician  
Educational Program  
1 (NSTEP 1) - Nissan  
Motor Indonesia**

» Pendidikan Dasar 13 Jun 2012

**Teknisi Nissan (PDTN)  
- Indomobil Nissan  
Learning and  
Development Center**

» Nissan Technician 2 Sep 2013

**Technical  
Competencies  
Development (N-  
TTCD) - Indomobil  
Nissan Learning and  
Development Center**

» Pengetahuan Dasar 29 Jun 2016

**Ban - Dunlop**

## AWARD AND COMPETITION

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» The Most Profitable 2017

**Team - Industrial  
Engineering Award**

## COMPETENCIES

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### Key Knowledges

✓ Dealer Management System

### Technology Expertise

✓ Consult III+

✓ Dealer Management  
System

✓ Promodel

✓ SPSS

✓ Minitab

### Business Skills

✓ Customer Service

✓ Maintenance Service

✓ Continuous Improvement

✓ Problem Solving

✓ General Repair

✓ Measurement Automotive  
Tools

✓ Analysis of Engine

### Language proficiency

✓ Indonesian

## WORK/INTERNSHIP EXPERIENCE

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» Technician June 2011 - May 2012  
at Niki Motor 3 (Suzuki Service)

✓ Key Duties:

Customer service, Maintenance  
service, General Repair

✓ Achievement:

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» Technician June 2012 - Present  
at PT Indomobil Trada Nasional  
(Nissan Datsun Cikarang)

✓ Key Duties:

Customer service, Maintenance  
service, General Repair,  
Analysis of Engine

✓ Achievement:

NSTEP 1, NSTEP 2 ENGINE

## PROJECT EXPERIENCE

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|----------------------------------------------------------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------|------|
| » <b>The 3rd Winner of Best Prototype - Industrial Engineering Award</b>                     | 2017 | » <b>PERANCANGAN MODEL SIMULASI SISTEM PELAYANAN JASA BENGKEL RESMI DALAM UPAYA MENINGKATKAN PELAYANAN PADA PELANGGAN</b> | 2018 |
| » <b>The Best GPA Major Industrial Engineering Batch 2014 - Industrial Engineering Award</b> | 2017 | » <b>MERANCANG STANDAR OPERASIONAL PROSEDUR DAN WAKTU STANDAR SPOORING DI AUTHORIZE DEALER NISSAN CIKARANG</b>            | 2017 |

