

# MICHAEL BALA KOBAN

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Depok | [LinkedIn](#)

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## EDUCATION

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**BINA NUSANTARA UNIVERSITY**, Jakarta

*Bachelor of Information System and Management*

## EXPERIENCE

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**HAKON**, Depok

January 2025 - Present

*Operations Manager*

- Generated IDR 75.9 million in e-commerce sales within a month, achieving a 4.9% conversion rate across 376 orders.
- Increased e-commerce visitors up to 129% (7.100 visitors) through strategic social media management and successful brand partnerships.
- Enhanced operational efficiency by 25% through effective daily management and staff optimization.
- Reduced inventory shortages by 25% through rigorous monitoring and stock management.

**Private Contractor (IT Services)**, Depok

January 2020 - February 2021

*Hardware Technician*

- Installed and optimized over 500 ASIC and GPU hardware setups, improving mining efficiency up to 10 Mh/s (50%).
- Maintained 500+ rigs with 95% consistent uptime through proactive monitoring and maintenance.
- Reduced downtime by 30% by diagnosing and resolving over 50 complex hardware and software issues.

*Administrator*

March 2019 - January 2020

- Enhanced inventory accuracy by maintaining 300+ product entries, ensuring reliable stock data.
- Streamlined workflows for 300+ monthly customer orders, achieving a 98% on-time shipping rate.
- Improved customer satisfaction by resolving 200+ inquiries monthly, reducing response time by 25%.

## LEADERSHIP & COMMUNITY INVOLVEMENT

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**HIMSISFO**, Jakarta

2020 - 2021

*Staff of Public Relation Division*

- Organized and managed logistics for GERAH HIMSISFO, an annual student committee gathering event.
- Contributed to COMPUTERUN, a collaborative event between IT and IS student committees, ensuring smooth execution of technical setups and equipment preparation.
- Supported LKMM HIMSISFO, a Basic Student Management Training event, by preparing tools and equipment to ensure seamless event operations.

## SKILLS

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**Technical Skills:**

- Programming Languages: Intermediate SQL, Basic JS (NextJS, Svelte, Vue), Basic Java
- Tools: Basic PowerBI, Intermediate Davinci Resolve Studio, Intermediate Photoshop, Basic Illustrator

**Languages:** Indonesia - Native, English - Basic

**Certifications:** SQL (SoloLearn, HackerRank), Digital Marketing (Google Digital Garage), HMS Foundation (Huawei Mobile Service Training).