

Full Name : **Choiri Setiawan**
Phone : 0896 360 59588 ; 0856 48000 384
Email : choiri.setiawan@gmail.com; choiri@hotmail.com
Web : <http://achoy.web.id>
Skype : choiri.setiawan



PERSONAL

Place, Date of Birth : Ngawi, 1984 May 26th
Religion : Moslem
Sex : Male
Status : Married
Nationality : Indonesia
Blood Group : AB
Interesting : Internet, Musik, Adventure
Address : Amethyst Residence C5 RT 08
RW 10, Kel. Tugu, Cimanggis,
Depok, Jawa Barat 16951

Perum PJKA Pengok
Jl. Mutiara No. 4 /H8
Yogyakarta

Motto : Always Keep Smile for My
motivation

EDUCATION

Institution	Majors	Periode
Universitas Mercubuana Jakarta	Industrial Engineering	2008 - 2010
Intitut Technology Sepuluh Nopember Surabaya	Diplome III Electrical Engineering	2003 - 2007
SMU Negeri 2 Ngawi	Sains	1999 - 2002
SMP Negeri 2 Ngawi		1996 - 1999
SD Negeri V Jogorogo, Ngawi		1990 - 1996

WORK EXPERIENCE

- **Social and Rescue Staff** Lembaga Manajemen Infaq Surabaya
[November 2006 - Februari 2007]
 - Create Training Program for volunteer
 - Create and Develop "Sadar Bencana" program for East Java Area
 - Create restructurisation after disaster
 - Create some programm for children education in disaster area
- **Building And Utility Maintenance** PT. Aisin Indonesia - Astra Otoparts
[Mei 2007 - Februari 2008]
 - Create media information maintenance departement, include sparepart control for local networking company web based with css and html language
 - Create standard of Chemical Treatment for Cooling Tower System recomended from ISO 18001
 - Create and develop CMMS (Computerize Maintenance Management System) project
 - Create visual control for sparepart warehouse
 - Create and control Preventive Maintenance for Machine and Utility Equipment
 - Plan and control all project with sub contractor, electrical installation, piping installation, building maintenance, etc.

- **Customer Care Specialist Biznet Networks Access Provider**
[Februari 2008 - Desember 2008]
 - Handle all of customer problem about internet connection, email setting, hosting, router setting, visiting customer problem and solved all.
 - Create SOP connection PPPoE guide for Macintosh and Vista OS
 - Create SOP Guide for lay customer about internet
 - Create User Guide of macintosh Air Port Wireless Connection
 - Develop single CRM internal department
 - Develop FAQ System with FAQ builder - sub technical document

- **Service and Quality Assurance Biznet Networks Access Provider**
[Desember 2008 - August 2009]
 - Plan, Do , Check - All SOP pre sales and production
 - Monitoring all SOP and review to continu improvement
 - Develop new system department integrated activity and monitoring
 - Plan and Develop Customer Survey
 - Internal Training about Services
 - Reporting all about services monitoring and analyze for improvement
 - Quality Inspector for business flow

- **Customer Relation Advisor Biznet Networks Access Provider**
[August 2009 - August 2011]
 - Advisory all of key performance indicator at Customer Relation Department
 - Application Supporting for Customer Relation
 - Monitoring Customer Relation process activity and people development programm
 - ISO 9001 and ISO 27001 Project Representative
 - ISO 9001 : 2008 as a Document Controller

- **Branch Manager Yogyakarta Biznet Networks Access Provider**
[September 2011 - Desember 2014]
 - Manage All project in Branch
 - Manage People in Branch as a Human Resources
 - Create Regular Training for Staff
 - Regularly Reporting market condition, problem, issue, and employee to head quarter.
 - Plan and Review Market and strategic concept for Branch
 - Get the customers, negotiation, and make a deal
 - Arrange Sales to Achieve Target from Management

- **Training and People Development Biznet Networks Access Provider**
[January 2014 - April 2014]
 - Manage All training curriculum
 - Handling All Training Needed from Holding Company
 - Review and Monitoring result of training
 - Regularly evaluation all training result.
 - Held a new employee training
 - Upgrade knowlegde training for existing employee.

- **Project and People Development Non Government Organization**
[April 2014 - Now]
 - Create a development program
 - Held a training for society and government
 - Review and Monitoring result of training
 - Regularly evaluation all training result.
 - Coordination with International World Bank for New Project
 - Coordination with Training Association from Government.

- **KampoengNgawi Media Ekspresi dan Edukasi News Online Publisher**
[April 2014 - Now]
 - Make a new website management : kampoengngawi.com
 - Controlling and Editing news
 - Partnership Coordinations
 - Regularly Maintain Relations With Government, Social Media Activis, and Sponsor.
 - Manage all relationship partner.

SOCIAL ACTIVITY

Volunteer	Jobs and Activity	Instance
Aceh Earthquake and Tsunami 2004	Rumah ITS untuk Aceh Team	Pemrov Jatim
Yogyakarta Earthquake 2005	Trauma Healing and Emergency Response Team	Lembaga Manajemen Infaq Surabaya
Pangandaran Earthquake 2006	Trauma Healing and Emergency Response Team	Lembaga Manajemen Infaq Surabaya
Padang Earthquake and Tsunami 2009	Trauma Healing Team	Lembaga Manajemen Infaq Surabaya
Merapi Eruptions 2010	Healing Delegation	Biznet CSR

TRAINING AND COURSE

Name	Location	Year
Pelatihan Jurnalistik Dasar by Scout News Redaction	Ngawi	2002
Pelatihan Pemrograman Turbo C++ by HMCC ITS	Surabaya	2004
Latihan Keterampilan Manajemen Mahasiswa by HMCC ITS	Surabaya	2004
Pelatihan Penanggulangan Penderita Gawat Darurat by Pramuka ITS	Surabaya	2004
Microcontroller and Robotica Workshop by HMCC ITS	Surabaya	2004
Integralistic Workshop by BEM ITS	Surabaya	2004
Workshop Penanggulangan Bencana by SAR Surabaya dan ITS	Surabaya	2006
Pelatihan HRD dan Soft Skill by Law Faculty Airlangga University	Surabaya	2007
International Training Pneumatic Electric by SMC Indonesia	Jakarta	2007
Autocad Electrical 2008 Courseware by Solusi Informatika Indonesia	Jakarta	2007
Domain and Hosting Knowledge by Biznet Jakarta	Jakarta	2008
Handling Customer Complaint by Markplus Institut of Marketing	Jakarta	2009
Businesse Communication Skill by Markplus Institut of Marketing	Jakarta	2011

PROFESSIONAL SKILL

Computer Operating System	:	Windows Linux
Application	:	Microsoft Office, Autocad ,

	Visio,
Web Programming	: HTML, CSS, PHP, CMS (Joomla, Wordpress, Etc) , CRM, ERP
Network Application	: Internet, Email, Network Sharing, Broadband Internet
Adventure and Training	: Outbound, Pramuka, Hiking, Prusikking, Climbing,
Digital Marketing	: Social Network Booster, News Online , Online Broadcaster, Online Forum Management.