

Gilang Satria Putra

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SUMMARY

IT Project Manager & Business Analyst with professional experience in card processing systems (Acquiring & Issuing), specializing in technical software project consulting, system development, and implementation. Strong background in payment brand integration (Visa, MasterCard) settlement & dispute management, and compliance with ISO8583, PCI DSS, and 3D-Secure standards. Skilled in managing cross-functional teams, delivering large-scale acquiring projects, and bridging business requirements with technical execution to drive successful digital payment transformation.

JOB EXPERIENCE

BCCard Asia Pacific – Jakarta, Indonesia

IT Project Manager (January 2025 – Present)

- Manage acquiring and issuing projects, covering merchant management, settlement, interchange (IRD, IRF), dispute (chargeback, compliance), and GL posting.
- Produced system documentation for API interfaces, ISO8583 mapping, and deployment guides.
- Oversee project timelines, resources, and risk management using Agile/Waterfall methodologies, JIRA, and Confluence.
- Coordinate related to VANs (Value Added Networks) and 3rd parties to support integration of V.I.P. Visa Base I, VSMS, Base II, MasterCard CIS, MDS, and IPM protocols.
- Ensure compliance with PCI DSS and support for Visa Edit Package/VCX, MasterCard AUTOEDIT software.
- Managing acquiring system modules: batch processing, online services, DB layers, and settlement functions using Oracle DBMS and PL/SQL.
- Deliver post-deployment support and issue resolution with stakeholders across multiple geographies.

PT. Cranium Royal Aditama – Jakarta, Indonesia

IT Project Manager (April 2024 – January 2025)

- Coordinated with BC Card stakeholders to gather client requirements, manage expectations, and translate them into technical deliverables.
- Managed and prioritized incoming client requests, ensuring timely responses and task delegation through JIRA.
- Acted as the main communication bridge between Cranium and BC Card, maintaining transparency and project alignment.
- Maintained detailed documentation of tasks, risks, issues, and status updates to support decision-making and accountability.
- Supported continuous delivery efforts by organizing sprint planning, backlog grooming, and progress review meetings.

PT. Cranium Royal Aditama – Jakarta, Indonesia

Software Developer (August 2023 – May 2024)

- Developed and maintained acquiring system modules, including batch processing, online services, database (DB) layers, and business logic components.
- Implemented client-requested features and enhancements on the existing acquiring platform to meet specific business requirements.
- Participated in end-to-end software development lifecycle (SDLC), from technical specification, coding, unit testing, to deployment.
- Contributed to documentation for system architecture, API interfaces, and deployment processes to support team knowledge sharing.

PT. Cranium Royal Aditama – Jakarta, Indonesia

Intern Software Developer (January 2022 – July 2023)

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- Implementation Next JS from scratch for Live Event website.
 - Design UI/UX website, mobile responsive from scratch.
 - Database migration from the existing website.
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ORGANIZATION EXPERIENCE

UMN Radio

Head of IT & Software Development (December 2021 – December 2022)

- Led the IT and software development division, overseeing technical strategy and execution for UMN Radio's digital platforms.
- Conducted weekly coordination meetings with the General Manager and heads of other divisions to report progress, align initiatives, and plan upcoming development goals.
- Provided technical guidance and mentorship to junior developers, while ensuring deliverables met quality and performance standards.

UMN Radio

Information Technology Web Developer (February 2019 – November 2021)

- Integrated the website with a live streaming server to enable real-time broadcast sessions both on-campus and via FM transmission.
- Designed and developed UMN Radio's official website using HTML, CSS, and WordPress, ensuring responsive and user-friendly UI/UX for desktop and mobile platforms.
- Maintained website uptime, performed routine debugging, and ensured server compatibility with streaming infrastructure.

EDUCATION

Universitas Multimedia Nusantara (2019 - 2023)

Information Technology – GPA: 3.53

CERTIFICATIONS

- [MTA Introduction to Programming Using HTML and CSS - Certified 2021](#)

SKILLS

Soft Skills

- Project Management & Stakeholder Coordination
- Cross-functional Collaboration & Team Leadership
- Problem Solving & Conflict Resolution
- Time Management & Attention to Detail
- Adaptability & Continuous Improvement

Hard Skills

- **Project Lifecycle Management (SDLC):** Agile/Scrum & Waterfall
- **Card Processing (Acquiring + Issuing):** ATM, EDC, SMS/DMS, Posting, Merchant Statement, Payment, GL, Dispute Management (Chargebacks, Retrieval Requests, Compliance), Interchange (IRD, IRF); Issuing functions (Installments, Exchange Rates, Metering, Settlement)
- **Payment Brands & Networks:** Visa, MasterCard, JCB, CUP, DFS; Banks, VANs (Value-Added Networks), 3rd-party integrations
- **Protocols & Standards:** ISO8583, PCI DSS, 3D-Secure, V.I.P. Visa Base I, VSMS, Base II, MasterCard CIS, MDS, IPM
- **Settlement & Dispute Tools:** Visa Edit Package/VCX, MasterCard AUTOEDIT
- **Database & Development:** Oracle DBMS, PL/SQL, SQL & Database Design
- **Technical Documentation & Reporting:** Confluence, BRD/FSD writing
- **Project Tools:** JIRA (Task & Ticket Management), Confluence (Documentation)