



Eko Probo Utomo

PRODUCT OWNER / IT MANAGER

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📍 Perum UKA13 Benowo, Surabaya

EDUCATION

● University

STIKOM Surabaya 2013 - 2017
Information System Major

● Senior High School

SMKN 2 Surabaya 2010 - 2013

● Junior High School

Wijaya Putra 2007 - 2010

SKILL

● Design

- Social Media Post Design
- UI/UX Web & Apps Design
- Wireframing, Prototyping and Testing

● Planing Development & Project

- SCRUM & AGILE Metodology
- Implementation & Improvement System
- ITIL, COBIT and PMBOK Framework
- Business Analyst & Improvement

● Softskill

Communication Skills, Stakeholder Management, Decision-Making, Leadership without Authority, Critical Thinking, Adaptability / Agility, Problem-Solving, Collaboration.

AWARDS

2018 | ASTRA - HSO
Best Improvement Vendor Apps Award

2023 | SWA Magazine
Indonesia Customer Experience Award

PROFILE

I am currently 31 years old, I live in Surabaya and I am a person who really likes exploring new things, has experience in the field of technology systems development for more than 8 years. I am very happy to have a positive impact on the surrounding environment by solving problems using technology.

WORK EXPERIENCE

Product Owner

PT AZ Logistik dot com (muatmuat.com)

📍 Surabaya, East Java

2024 - Present

IT Development Manager

PT Kosmetika Klinik Indonesia (MS Glow Aesthetic Clinic)

📍 Malang, East Java

2022 - 2024

IT Head Department

PT. Saranabhakti Timur (Niaga Logistics)

📍 Surabaya, East Java

2019 - 2022

IT Lead Development

CBA Logistics Group

📍 Surabaya, East Java

2015-2019

Assistant Consultant

Kantor Akuntan Publik Supoyo, Eddy dan Rekan

📍 Surabaya, East Java

2014 - 2015

TOOLS



Figma

UI Design & Prototyping



Office 365

Documentation



Monday

Project Management



Trello

Project Management



Knowage

Business Intelligence



Power BI

Business Intelligence



Postman

API Integration Testing



Visio

Sysflow and Chart

MuatWarehouse – Warehouse Aggregator & Multi-WMS Platform

MuatWarehouse is a digital platform that connects warehouse owners with businesses and enables customers to monitor inventory across multiple WMS systems such as SAP EWM, Symphony, and Odoo in real time. The system provides features for automated tariff estimation based on pallet, m², m³, or ton, while also facilitating warehouse leasing and increasing partner visibility through marketplace exposure. By integrating with partner WMS and offering a centralized dashboard, MuatWarehouse simplifies inventory monitoring and supports businesses managing multiple warehouses and vendors simultaneously.

MuatTransport – Online Transport Bidding Marketplace

MuatTransport is a transport marketplace that allows shippers to create tenders while transporters participate in transparent bidding. The system supports flexible input for load details, multiple pickup and delivery locations, as well as additional handling requirements. A recommendation engine is designed to evaluate transporters based on their bidding price, historical performance, ratings, and fleet suitability, ensuring shippers are matched with reliable and qualified transport partners.

Senior Business Analyst & Product Owner

In this role, I lead the product development process end-to-end, from defining customer journeys, user flows, and wireframes, to coordinating with designers and developers for implementation. I work closely with stakeholders to refine business models such as commission schemes, subscription fees, and integration charges, ensuring the platform aligns with logistics and warehousing industry needs in Indonesia.

PT Kosmetika Klinik Indonesia (MS Glow Aesthetic Clinic)

2022 - 2024

Customer Relationship Management System - 2024

MyCRM application covers to identify patient purchase patterns, Until broadcast determination whatsapp official corresponds to the categorization and patient / customer level at the clinic. This system is integrated with points of sale and omnichannel systems

Asset Management System

An Asset Management System (AMS) helps organizations efficiently track and manage assets throughout their lifecycle, from acquisition to disposal. Key functions include asset tracking, maintenance scheduling, compliance management, cost control, performance monitoring, and inventory management. By integrating with other systems and generating insightful reports, an AMS optimizes asset use, reduces costs, ensures regulatory compliance, and supports strategic decision-making.

SiPuas

A web-based Customer Satisfaction Input System using barcodes enables customers to scan a barcode to access a feedback form online. This streamlined process allows customers to quickly rate their experience and leave comments. The system collects and analyzes this data in real-time, providing businesses with immediate insights to improve customer service and satisfaction, all without the need for emails or other traditional methods.

HR Recruitment System

A recruitment HR system streamlines hiring with features like job posting, candidate tracking, resume parsing, and interview scheduling. It allows HR teams to manage job openings, filter candidates, communicate automatically, and collaborate effectively. Additionally, it includes online psychometric testing for candidates. This system enhances efficiency, improves candidate experience, and helps organizations attract and hire top talent.

MS Glow Smartclinic

MS GLOW Smart Clinic is a mobile application platform available for both Android and iOS. In its initial phase, this application is designed to facilitate patient reservations for treatments conducted at our clinic, making it easier for patients to schedule and manage their treatment times. With user-friendly features, the application is designed to provide a more convenient and efficient experience for patients, ensuring they can easily access our services and receive the care they need without any hassle.

Voucher Management System

a system created to analyze customers, starting from the frequency of purchases, products or treatments that are frequently ordered to seeing the average expend of the customer on each arrival at the clinic. This system is also integrated with WhatsApp Official so that it can directly blast messages to customers with the right offers and promotions according to the customer's needs.

PT Saranabhakti Timur (Niaga Logistics)

2019 - 2022

Niaga Logistics Apps

Application to make it easier for customers to track shipments, check stock in the warehouse to print shipping documents and invoices. This application is available in two platforms web base and android.

Odoo ERP (Accounting) Implementation

The accounting software implementation uses the enterprise version of Odoo ERP, where there are several custom functions created by third parties and perform integration via API with operational software that has been used

Handheld Warehouse Implementation

To simplify the internal warehouse process. We implement a system with handheld tools to minimize errors in shipping and management of goods in our warehouse with the help of barcode stickers. To do this, a new process flow was created in the warehouse to support a better mechanism.

Vehicle Management System Implementation

To simplify the internal warehouse process, We implement a system with handheld tools to minimize errors in shipping and management of goods in our warehouse with the help of barcode stickers. To do this, a new process flow was created in the warehouse to support a better mechanism.

Transport Management System Implementation

Due to the increasing number of truck assets owned by the company, it is necessary to have a control system related to repairs, replacement of spare parts and at the same time managing expenses related to these spare parts_ so we implemented the VMS module in order to provide answers to the problems experienced by the company

Warehouse Management System Implementation

The implementation of this module is a very difficult challenge, because the application module we purchased is a warehouse application which is more focused on 3PL business processes, while the one at Niaga Logistics is a consolidated warehouse, so it is necessary to carry out an in-depth analysis of the many modules that are customized according to with business processes owned by the company

Order Management System Implementation

The order management system is the parent of all derived modules, namely WMS and TMS, in this module we make settings related to the process of receiving orders owned by our company_ and in the process after implementation, this module has succeeded in providing solutions for every scenario of orders from our customers.

CBA Group

2015 - 2019

Manage IT Ecosystem in Company

Responsible for leading the process of managing and maintaining all IT ecosystems in the office. starting from the server, domain to the existing hardware in the office.

Development Operational Software Company

lead the creation of logistics operational programs, from the job creation process, to managing customers and vendors, to plotting the schedule of vehicles that will operate through an integrated system. The process of making this application lasts six months.

Development Company Profile Website

We create a website for an early stage to build brand awareness to every customer of the company. it provides information on what services we provide, experience and expertise in the field of expedition services.

Kantor Akuntan Publik Supoyo, Eddy, dan Rekan

2015 - 2017

Make Documentation SOP in ITDC Bali and ITDC Mandalika

responsible for documenting Standart Operation Procedure for BUMN company, by following standards and directions from experts in their fields. The standard operating procedure will later be given to the user and a review related to the company's internal processes will be carried out

Make Docurnantation SOP in Semen Indonesia

responsible for documenting Standart Operation Procedure for BUMN company, by following standards and directions from experts in their fields. The standard operating procedure will later be given to the user and a review related to the company's internal processes will be carried out

Make Documentation SOP in Kawasan Industri Gresik

responsible for documenting Standart Operation Procedure for BUMN company, by following standards and directions from experts in their fields. The standard operating procedure wiT1 later be given to the user and a review related to the company's internal processes will be carried out.