



CURRICULUM VITAE

Rolando Rodotua Harahap

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Summary

Rolando Harahap is specializing in technical infrastructure, application development, database management, servers, data center, network configuration, IT Operations, Project/Program Management, and IT Strategy, Business Transformation and Digital Transformation. He is an expert with more than 22 years of experience in full cycle SAP implementation, IT Transformation, Business Transformation and Digital Transformation initiatives. With a background in Electrical Engineering, Rolando has a very strong technical, corporate business and management skill.

In technical domain, Rolando has experiences and solid skill in:

- Infrastructure, including Data Center, Server/Storage, Backup & Recovery Solutions, High-Availability/Clustering Solutions, Disaster Recovery Solutions, Network Devices, WAN/LAN optimizations
- Applications, including ERP (SAP and EBS) mainly in Technical Area (installations, administration and performance tuning), and high exposures in business modules (i.e Order to Cash, Procure to Pay, Plan to Produce, Planning & Budgeting)
- Business Warehouse and Business Intelligent implementation.
- SAP Database Migration (Homogenous, OS/DB Migration) and some SAP Upgrades experiences
- Databases (SAP HANA, Oracle, SQL Server, DB2, etc), as DBA & SQL developer (Stored procedures, PL/SQL, DB export/import)
- Operating systems (Unix, Linux and Windows, Unix scripting, Windows batch and Powershell)
- Virtualization (VMWare, Sun Cluster, HACMP/PowerHA)
- Middlewares (WebMethod, SAP PI/PO)
- Programming (SAP ABAP: Report, Enhancements, Interface (BAPI,text file), Dialog programming. Desktop application: VisualBasic, C#, C/C++, DirectX, Java, Python. Web front-end: HTML, JavaScript, jQuery, AngularJS, AJAX. Web back-end: ASP, PHP, Node.js. Others: JSON, XML)
- Performance Test Tool: LoadRunner and CA LISA service virtualizations tool
- Digital enablers: Internet of Things-IoT, In-Memory Computing, Big Data, Cloud (AWS: EC2, S3, Lambda, Redshifts, Glue. GCP: BigQuery, DataProc, Pub/Sub), Analytics, Robotic Process Automation-RPA, Augmented Reality-AR)

In Management domain, Rolando has experiences and solid skill in:

- Project Management, including SDLC, risk, issues, budget, schedule, resources, and stakeholder management

- Program Management, managing multiple projects and act as SME to Project Managers, aligning projects and programs to IT Strategy
- Business Transformation in identifying and implementing business improvement initiatives
- Business Process Knowledge (i.e. Order to Cash, Procure to Pay, Plan to Produce, Record to Report, Human Capital, Costing, Planning & Budgeting)
- IT Strategy development (As-is assessment, Business Imperatives, Technology Trends, Roadmaps)
- IT Operations, including ITIL, COBIT, software license and security audits
- Digital Transformations

Rolando has vast experiences in project management and business improvement initiatives as well as running IT Operations in multiple industries, i.e. Oil & Gas, Mining, Retail, Manufacturing, Automotive, Utilities, Transportation, Telecommunication and Banking.

Experience

Senior Business Technology & Operations - Large Regional Banking

Jan 2022 – Present

Jakarta, Indonesia

Manage initiation and planning of Projects and Change Requests for banking systems in Cards, Deposits, Wealth, Risk business segments and provides technology advisory.

Project Manager for SAP Enhancement - Large Telecommunication Company

March 2020 – Dec 2021

Jakarta, Indonesia

Manage delivery of 43 Change Requests for SAP ERP systems and provides technology advisory. Rolando is leading a team of 43 people consists of Functional teams in Finance, Procurement & Logistic, and Network & Asset Management, Technical Team: ABAP Developers and SAP Basis. Rolando is responsible for managing stakeholders, scope, risks, issues, resources and ensuring the change requests are delivered on time and on-budget.

Business Development for Insurance, Automotive and Telecommunication Industry

October 2020 – February 2021

Jakarta, Indonesia

Rolando Harahap was the key person for proposal development for 3 potential clients in global insurance, automotive and telecommunication industry. Rolando leads global team in developing solution and estimation i.e.: effort and workplan for the proposal. For the global insurance company, the solution is to take over overall IT support covering application maintenance, application development and infrastructure. For the automotive company, the solutioning is for development of custom program for automotive dealership application. For the telecommunication company, the solutioning is on implementing Robotic Process Automation (RPA).

Deployment and Performance Test Lead at Large National Bank

April 2020 – September 2020
Jakarta, Indonesia

Rolando Harahap was leading Deployment and Performance Test activities in digital channel initiative consisting of over 100 project team members. The deployment covers national wide branches and customers for mobile and web application to be used by ~6000 internal users and targeting 4.5 – 6 million customers.

Project Manager at Multinational Chemical Company

October 2019 – March 2020
Tangerang, Indonesia

Rolando Harahap is project manager for SAP Roll-out project for newly setup joint-venture company covering SD (Sales and Distribution), MM (Material Management), WM (Warehouse Management), PP (Production Planning), PM (Plant Maintenance), QM (Quality Management), FI (Finance) and CO (Controlling) module, including custom ABAP development and Data Migration. The roll-out went live on time and on budget.

Project Manager at Multinational Fast Moving Consumer Goods company

July 2019 – September 2019
Jakarta, Indonesia

Rolando Harahap is project manager for Trade Promotion Management Implementation phase 1 which covers assessment and high-level design. Rolando is working with Indonesia country team, regional and global project team both from client and internal. His responsibility is to manage project timeline, deliverables, risk, issues and status reporting.

Digital Initiatives Lead at Multinational Heavy Equipment and Mining Industry

November 2018 – June 2019
Jakarta, Indonesia

Rolando Harahap involved in several Digital Transformation initiatives including Analytics, Dashboarding, Big Data Platform, IoT, Robotic Process Automation (RPA), Augmented Reality (AR) and Blockchain technology in heavy equipment and mining industry.

Project Manager at Large Transportation and Logistics Company

August 2017 – August 2018
Jakarta, Indonesia

Rolando Harahap is a project manager for SAP Reimplementation project. The project consists around 60 people, in which 40 more people are coming from the firm and around 20 people are coming from the client. The project is a SAP reimplementation of HR (Human Resources), SD (Sales and Distribution), MM (Material Management), PM (Plant Maintenance), FI (Finance) and CO (Controlling) module. The client business is on Transportation, Logistic and Used Car sales and auction.

The project objective is to re-implement SAP system to achieve new features mainly on Profitability Analysis and to increase efficiencies and productivity. The project is a strategic

initiative to lay a foundation to anticipate future business growth and future challenges through digitalization.

Rolando is overseeing the overall business transformations involving all end-to-end client business processes in 10 subsidiaries, and also implementation of technology (SAP ECC, SAP PI and SAP Fiori) as well as overseeing the integration between other surrounding systems.

The project team structure mainly consists of Project Management, Integration Lead, Functional Teams, Developer Team, Basis/Infrastructure/Security team and Change Management team. Rolando is responsible to manage the project resources, timeline, budget (financials), stakeholder, issues, risks, and overall delivery quality.

Head of IT Portfolio - PMO at National Port Company

August 2015 - July 2017 (2 years)

Jakarta, Indonesia

Developed Enterprise Architecture and IT Strategy for the company.

Managing multiple programs running under IT Portfolio, including ERP, e-Services and IT Improvements streams. Provide guidance and technical Subject Matter Expertise to the project managers to enable successful project execution, i.e.:

e-Service initiatives:

1. e-Service Portal Development and Roll outs
2. e-Payment roll outs
3. Truck Booking System – TBRCS & VBS Development
4. Customer Data Management Phase 2 and Phase 3
5. Assessment of internal asset maintenance system
6. Auto Collection for Stevedoring system
7. e-Invoice implementation
8. Customer Relationship Management Design

ERP initiatives:

1. ERP roll outs
2. Consolidation and Financial closing establishment
3. Financial Dashboard Phase 1 and Phase 2
4. Fixed Asset Survey & Revaluation
5. ERP Online Budget Approval roll out
6. Operation Management Reporting
7. ERP Knowledge Center
8. Workforce Management Development and Roll outs
9. Planning & Budgeting Design
10. Warehouse Improvement
11. HRIS Improvement Phase 1 and Phase 2
12. Cash Management Implementation
13. Project Costing Implementation
14. Fixed Asset Implementation

IT Improvement initiatives:

1. Data Center Servers Relocation
2. External Security Audit & Remediation
3. User access / SOD project initiation
4. Software Delivery Life Cycle policy
5. Data Center Improvements
6. IT Helpdesk / Control Room establishment
7. Terminal Operating System (TOS) roll out
8. ESB & SOA Design
9. Exadata DC/DRC Improvement
10. Data Center Security Improvement initiation
11. TOS migration
12. Storage Consolidation and Virtualization
13. TOS DRC Improvement
14. Integrated Billing System Design
15. IT Master Plan Revision

Head of Information Technology at National Automotive spare parts company

March 2014 - June 2015 (1 year 4 months)

Jakarta, Indonesia

Rolando was the Head of Shared Service Center - IT Tower. He's managing the whole IT Operations for the company and its subsidiaries or affiliates. His team consists of Application Team (SAP team and In-house application team), Infrastructure team (Data Center team, Server/Storage/OS team, Network Team, DBA team) and Service Management team. His main responsibility is to manage the whole IT Operations so it could deliver Information Technology to be continuously available and securely accessible for the organization to support the business, both front line business and the back-office.

Technical Team Lead at Multinational Motorcycle Manufacturing Company

November 2012 - February 2014 (1 year 4 months)

Jakarta, Indonesia

In this SAP Technical and Functional Upgrade project, Rolando's main responsibility is to ensure successful SAP Technical Upgrade covering all technical area including SAP Basis, SAP ABAP and Infrastructure area. He also responsible for SAP ABAP development for Functional Upgrade and acted as Data Conversion Lead.

In Basis area, Rolando is responsible of:

- Establishing SAP environments for multiple stages of the project, including the complexity of combined technical & functional upgrades which enforces transport synchronizations, dual maintenance approach (between ECC5 & ECC 6) and complex SAP instance and SAP client strategy to cater multiple project stages.
- Ensuring SAP roles and authorization fixes as the impact of the technical upgrade, and also ensure new SAP roles are developed and tested.
- Ensuring successful Technical Upgrade using SAP upgrade tool

- Coordinate with AHM application team to ensure integration between SAP and the satellite systems

In ABAP area, Rolando is responsible of:

- Identifying potential defective custom ABAP RICEF as impact of the upgrade using Accenture's assessment tool.
- Identifying actual defective custom ABAP RICEF by coordinating defect identification test across all modules (FI/CO/PP/MM/HR)
- Coordinating with client ABAP team in delivering high-quality ABAP RICEF fixing and new developments

In Infrastructure area, Rolando responsible of:

- Coordinate with AHM infrastructure team to enable SAP system backup & restore, system copies, including OS level file system setup
- Coordinate with AHM to enable vendor support during cut-over period

As the Data Conversion Lead, Rolando is responsible of:

- Coordination with AHM team and end-user to enable in-time and high-quality data collection & data cleansing
- Data Upload tool development (LSMW)
- Ensuring in-time data upload, particularly during cut-over

Technical Team Lead at Multinational Motorcycle Manufacturing Company

June 2012 - May 2013 (1 year)

Jakarta, Indonesia

In this Planning and Budgeting System Implementation, Rolando's role includes: Server sizing which includes high-availability setup using Microsoft Windows Server 2008 Clustering features; High-availability network design using network load balancer hardware; IBM TM1 system installation and configuration; IBM TM1 backup design and implementation.

Rolando also oversee application integration architecture and interfaces between: custom .Net application with SQL database, SAP, IBM TM1 Planning & Budgeting System, Microsoft Sharepoint and WebMethod integration engine.

SAP Basis Consultant at National Retail company

April 2012 - June 2012 (3 months)

Jakarta, Indonesia

In this SAP Implementation Project, Rolando's role are:

- Coordinating with the client on hardware sizing
- Design infrastructure including server, network, data center and end-user PC requirements
- Design high availability for SAP application, using clustering software
- Design server virtualization for Non-Production SAP environments
- Design zero downtime SAP backup strategy

- Provide guidelines on Data Center requirements, location selection, and cost-benefit assessment
- Provide guidelines for As-Is and To-Be application architecture

Technical Team Lead at Multinational Motorcycle Manufacturing Company

September 2011 - October 2011 (2 months)

Jakarta, Indonesia

In this SAP Upgrade Assessment Project, Rolando's role are: Responsible of overall technical aspect of SAP upgrade assessment; Manage technical team deliverables, covering SAP Upgrade impact assessment in the following areas: Custom ABAP RIEF & core modifications, Security authorization and roles, Hardware Requirement, Interface to satellite systems; Deliver Trial Upgrade and Unicode Conversion, with minimized downtime; Manage client expectation and update supervisor

Infrastructure Solutions Architect at National Automotive spare parts company

April 2011 - August 2011 (5 months)

Jakarta, Indonesia

In this Business Intelligent (BI) Implementation Project, Rolando's roles is to Ensure end-to-end technical infrastructure readiness for the project and Production environment, including servers sizing and provision, and network requirement; Ensure applications installed and running on optimal performance; Design and implement Disaster Recovery and Backup systems for SAP BW and Cognos BI application.

Technical Team Lead at National Automotive spare parts company

February 2009 - March 2011 (2 years 2 months)

Jakarta, Indonesia

In this SAP Implementation Project, Rolando played a role as technical team lead comprises of SAP Basis, SAP ABAP development and Infrastructure team. During his assignment in this project, Rolando has the responsibilities to ensure that all technical aspects of the project are covered including: Create a detailed team work plan (Basis, ABAP development and Infrastructure), Monitor and track team progress against plan, Manage team communication, Manage team deliverables, Risk Management, Ensure integration across teams, Conduct Resource Management, Scope Management, Issue Management, and Coordination with external parties.

Project Manager at National Oil & Gas company

June 2008 - August 2008 (3 months)

Jakarta, Indonesia

In this SAP Migration project, Rolando's role includes creating a detailed project work plan, Monitoring and track project progress against plan, Managing project communication, Managing project deliverables, Identifying risks and ensure that risk mitigation plans are in place, Ensuring integration across modules/sub-teams and scope, Conducting Resource Management, Scope Management and Issue management, and Coordinating with related parties both internal and external.

Operations Team Manager at Multinational Mining company

February 2007 - May 2008 (1 year 4 months)

Papua, Indonesia

In this Operations Excellence project, Rolando's role was to develop and guide the client teams from different operational areas in conceptualizing, building business case, planning and implementing the improvement initiatives, to ensure long-term sustainability within the organization. A common methodology was defined at the beginning of OpEx implementation stage to govern the execution and enable benefits realization: Opportunity Identification & Problem Definition, Benefit Quantification & Business Case Development, Business Blueprint & Implementation Plan, and Implementation.

Technical Team Lead at Multinational Oil & Gas company

August 2006 - January 2007 (6 months)

Jakarta, Indonesia

In this SAP Upgrade Assessment and Upgrade Implementation project, Rolando plays a role as Technical Team Lead with roles and responsibilities to:

- Ensure assessment environment readiness, to establish and maintain coordination between technical and functional team in the project
- Coordinate SAP security impact assessment, to coordinate technical infrastructure impact assessment
- Develop SAP client and instance strategy for Implementation phase, to coordinate technical upgrade on all CNOOC systems (Assessment, Dev, QA, Training, Mock-Run and Production system)
- Establish and maintain coordination between technical and functional team in the SAP project, to coordinate SAP technical impact fixes (ABAP and Basis)
- Coordinate SAP security adjustment and testing, to coordinate technical infrastructure impact remediation
- Perform SAP Client and Instances Strategy Execution
- Coordinate with SAP representatives during the course of the project
- Manage technical team member work and issues
- Manage overall project risks and issues
- Establish and maintain tight coordination between SAP Upgrade Project team and SAP Support team
- Establish and maintain tight coordination between SAP Upgrade Project team and SAP Kodeco MM Implementation team
- Plan and execute smooth cut-over & transition

SAP Basis Consultant at National Utilities Company

February 2006 - April 2006 (3 months)

Jakarta, Indonesia

Rolando was brought in into the project as technical expert to build Prototype and Implement SAP Single Sign-On (SSO) for SAP, to integrate SAP Portal and SAP backend-systems, to

integrate SAP Portal to existing Active Directory for user management and administration, and to enable multi-domain support for SAP Portal integration with Active Directory.

Project Manager at Multinational Oil & Gas company

October 2005 - December 2005 (3 months)

Jakarta, Indonesia

In this SAP Upgrade Pre-Assessment Project, Rolando played a project manager role as well as technical expert to perform Planning the overall SAP Upgrade initiative in CNOOC SES Ltd to ensure smooth and successful execution of the upgrade, to perform closing of the Pre-Assessment phase by compiling and presenting the Pre-Assessment result, to Manage and executing SAP R/3 Plug-In upgrade project in current SAP systems, and to help client to create bid documents for new hardware procurement to host future upgraded SAP systems as well as the technical evaluation document.

SAP Basis Consultant at Multinational Automotive company

August 2005 - October 2005 (3 months)

Singapore

In this SAP Server Relocation Project, Rolando was the main person in the project to define and build detailed technical approach for moving SAP servers, to assess technical environment readiness for SAP server migration, and to prepare detailed steps for the server migration activities and executed the plan.

SAP Basis Consultant at Multinational Heavy Equipment company

June 2005 - July 2005 (2 months)

Vietnam

Rolando was brought into the project as SAP Basis person to Develop SAP client strategy for the project, to perform SAP system copies to provide Development, Testing and Training Environment and to develop cutover strategy and establish SAP environment setup.

SAP Basis Consultant at Multinational Oil & Gas company

April 2005 - May 2005 (2 months)

Brunei Darussalam

Rolando's role is as a replacement for a previous basis consultant to supervise client personnel performing daily Basis activities, to continue and reemphasize transfer knowledge materials and to ensure smooth transition from previous Basis personnel consultant to the client personnel.

Technical Designer at International NJO

February 2005 - March 2005 (2 months)

Jakarta, Indonesia

Rolando involves as Technical Designer with responsibilities to Design a application/toolkit for the Demand and Procurement functionalities and to Supervise some part-time programmers during development and testing activities.

SAP Basis Consultant at Multinational Fast Moving Consumer Good company

December 2004 - December 2004 (1 month)
Singapore

Rolando was brought into the project as the SAP Basis technical personnel with main responsibility to perform 4 system copies for SAP R/3 and BW systems and to support server migration activity.

SAP Basis Consultant at Singapore National Press Company
April 2004 - November 2004 (8 months)
Singapore

Provided SAP Basis work planning and support to the project as well as other technical area. The responsibilities include SAP BW installation, Actuate eReport Designer Installation, Actuate iServer Development Installation, Setup (RSSE) Open security, Developed some ABAP programs to Test Native SQL accessing SAP DB connection to external Oracle database, Test Asynchronous and Synchronous BAPI calls, and Test Native SQL accessing Oracle DB link table, Developed Operation and Reporting Architecture documentation, Planning and scheduling the whole execution of Technical Architecture system deliverables throughout all project phases.

SAP Basis Consultant at National Oil & Gas Company
March 2003 - March 2004 (1 year 1 month)
Jakarta, Indonesia

In this SAP Implementation Project, Rolando is the Basis Consultant in the Technical team with the responsibilities to perform SAP R/3 Basis Support activities including Transports and SAP Client Maintenance, System Monitoring & Troubleshooting, OSS Notes and Connectivity, Patch, Plug-ins, and Hot Packages application, SAP Go-Live Check and EarlyWatch Preparation, Execution and Follow-up Actions, Technical consultant for the Production backup implementation using Solstice Backup software and ShadowImage technology, Technical consultant for Sun Cluster v3 implementation, UNIX script developer for UNIX, Oracle and SAP system housekeeping.

SAP Basis Consultant at Australian Steel Company
December 2002 - February 2003 (3 months)
Jakarta, Indonesia

Provided SAP Basis support such as Transport System Management, SAP Client Maintenance, Technical issue resolution, SAP R/3 System Monitoring, Performance Tuning Activities, OSS Notes and Hot Packages implementation to the system.

SAP Basis Consultant at Multinational Oil & Gas Company
February 2000 - July 2002 (2 years 6 months)
Singapore

In this SAP Support and two SAP Implementation Projects, Rolando served as a Technology Operations Support Specialist. His main responsibilities is to perform SAP R/3 Basis support activities, system monitoring and troubleshooting (SAP, UniQ printing service, UC4 batch scheduler, and HypArchiv archiving tool), perform the UC4 batch scheduling development and support (using Microsoft Access VBA), and to coordinate the system support among the many

service providers, including the R/3 Skill Center, Rueil and Singapore Operations, and the NT Skill Center, and also providing user administration function including profiles and authorizations maintenance support.

SAP Basis Consultant at Multinational Oil & Gas Company

October 1999 - February 2000 (5 months)

Jakarta, Indonesia

Rolando is part of International Service Center Support (SCS) team primarily responsible for providing Level 1.5 Support after CST business hours. Level 1.5 Support is primarily concerned with providing a central point of contact for Users of services provided by a BPM Unit such as Call Logging, Problem Research, Problem Resolution, Problem Assignment, Problem Management, User Communication, SCS Team Communication and SCS Process Improvement

Education

University of Indonesia

Bachelor's Degree, Electrical Engineering, 1994 - 1999

Pangudi Luhur

High School, Science, 1991 - 1994

Rolando Harahap

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