

ELLINA

IT Business Analyst | PMO | Digital Banking & Funding Product Specialist

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PROFESSIONAL SUMMARY

A Banking and Information Technology professional with over 4 years of experience in Funding Product Development, IT Project Management Office (PMO), and IT Business Analysis.

Currently responsible for the Funding Product Development function, focusing on the development and enhancement of funding products, including the implementation of new channels such as mobile banking and internet banking for both individual and corporate customers. This role involves cross-functional coordination as well as vendor management to ensure optimal product delivery aligned with business objectives.

Previously experienced as an IT PMO & Liaison, with responsibilities in managing technology projects, aligning IT initiatives with business goals, and ensuring projects are delivered on time, within scope, and in compliance with governance standards. Possesses strong expertise in business requirements analysis, SDLC documentation, process mapping, UAT support, and effective stakeholder and vendor communication.

Additionally, experienced in preparing regulatory approval documentation as part of the product go-live process, including coordinating across teams to ensure completeness and compliance with applicable regulations.

Committed to driving business growth through efficient processes, customer-centric product development, and strong collaboration between business and IT teams.

EDUCATION

Universitas Prima Indonesia

Medan, Indonesia

Bachelor's Degree in Information Technology (SI)

2018 - 2022

➤ GPA : 3.69/4.00

CORE SKILLS

- IT Business Analysis
- IT Project Management Office (PMO)
- Digital Banking & Funding Product Development
- SDLC Documentation & FSD
- Regulatory Compliance (Banking)
- Stakeholder & Vendor Management
- UAT / SIT / QA Testing Support
- Process Mapping & Flowchart Design
- Tools: Jira, Whimsical, Microsoft, etc

PROFESSIONAL EXPERIENCE

PT Bank Mestika Dharma, Tbk.

Medan, Indonesia

Product Funding Development

Des 2025 – Present

- Conducted market research and customer needs analysis to identify opportunities for funding product development.
- Prepared comprehensive Business Requirement Documents (BRD) based on project requests and business needs.
- Developed and enhanced funding products, including the implementation of new channels.
- Coordinated cross-functionally with internal divisions such as IT, Compliance, Operations, Marketing, and other related units.
- Ensured all product developments comply with applicable banking regulations and standards.

- Reviewed Functional Specification Documents (FSD) to ensure alignment with business requirements.
- Performed cost analysis and estimation to assess project feasibility and viability.
- Supported the bank's funding growth through product development and optimization initiatives.
- Produced documentation in a structured, systematic, and easily understandable manner.
- Designed end-to-end process flowcharts from initial stages through to final implementation.
- Performed User Acceptance Testing (UAT) along with comprehensive documentation, ensuring the project was executed as planned without significant issues.

IT Business Analyst | IT PMO & Liaison

Aug 2021 – Des 2025

- Managed IT project governance, including timeline planning and comprehensive SDLC documentation.
- Acted as a liaison, bridging communication between internal/business teams with vendors.
- Ensured and monitored project delivery to be completed on time, within scope, and within budget.
- Continuously monitored project risks, issues, and overall progress.
- Supported alignment between IT initiatives and organizational business objectives.
- Performed effective problem-solving to address issues encountered during project execution.
- Gathered and analyzed business requirements as the foundation for solution development.
- Prepared structured and comprehensive SDLC documentation, including Functional Specification Documents (FSD).
- Supported testing phases (SIT, UAT, QA) and deployment processes to ensure successful go-live in line with requirements.
- Contributed to the preparation of regulatory approval documentation, including submissions to Bank Indonesia, until approval was obtained.
- Developed end-to-end process flowcharts, from initial stages through to final implementation.

PT Citra Hannochs Niagantara

Medan, Indonesia

Sales Admin

Apr 2018 – Jul 2021

- Received and recorded orders from the sales team, both for local and out-of-town areas.
- Performed stock availability checks for incoming orders through the system and allocated orders to the warehouse with available inventory.
- For out-of-town orders, ensured sufficient quantity to support shipment by the logistics team.
- Prepared invoices for incoming orders, including quantity (QTY), price list, discounts (if applicable), and verified customer payment terms (cash or credit).
- Processed invoices and submitted them to the accounting department in accordance with established deadlines.
- Conducted credit limit analysis for high-risk customers to determine eligibility for order fulfillment.
- Checked Consignment Goods in the warehouse upon customer withdrawal requests and ensured accurate stock deduction.
- Monitored ongoing orders through Delivery Orders issued by the warehouse.
- Calculated and adjusted pricing in cases where special pricing applied outside the standard price list.

Cinthya Les

Medan, Indonesia

Assistant Tutor

Jun 2015 – Mar 2018

- Provided teaching to students at Kindergarten, Elementary, and Junior High School levels across all subjects.
- Supported the improvement of students' understanding and academic performance through effective learning approaches.