

Yosua Tomo Gandhi S

Agile Project Manager · Servant Leader

"Where Human Leadership Drives Digital Results"

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10+ YEARS

10+ PRODUCTS

~50% AGILITY

3 SECTORS Banking → Digital Agency → Telco

Dynamic **Servant Leader** passionate about leading high-performing teams — great products are built by empowered teams, not micromanaged ones. Proven ability to develop talent and deliver impactful digital solutions, achieving roughly **50% improvement in delivery efficiency**. Skilled in Agile and traditional practices, prioritizing clarity over process and outcomes over output — increasingly **augmenting delivery with modern AI-assisted workflows**.

WORK EXPERIENCE

Agile Project Manager TELCO PT Bintang Digital Asia · Jakarta Embedded Agile in rigid environments, lifting delivery efficiency and outcomes by ~50%. Lead end-to-end product delivery across domains, from discovery and design to launch. Partner with Product Owners on backlogs and governance across concurrent streams. Act as embedded Scrum Master — standups, refinements, sprint reviews, retrospectives. Apply Kanban and Lean to streamline workflows, cut waste, and improve continuously. Build self-organizing teams with psychological safety and outcome-driven ownership.	Dec 2021 – Present KEY PRODUCTS TEMEN by Telkomsel · IoT BOS Loyalty · PPOB WISWIS · Social Gaming WISPET · Gamification Venus Workspace · AI PM
IT Project Manager DIGITAL AGENCY PT Ako Media Asia – Salt.id · Jakarta Delivered tailored digital solutions across industries — FMCG, banking, and insurtech. Built strong client relationships, consistently earning high satisfaction across industries. Proposed creative, interactive concepts that expanded scope and client engagement. Managed scope and mitigated delivery risks across multiple concurrent engagements. Created statements of work, cost quotations, and schedule change management. Optimized resource allocation and workload to sustain consistent delivery capacity.	Mar 2020 – Dec 2021 KEY PRODUCTS Suryanation · Gudang Garam Daya Digital · SME Bank BTPN · Corporate Web PCI DSS Mini Apps · Payment Portal AXA Direct · InsurTech
Digital Banking Product Owner BANKING PT Bank Sinarmas, Tbk · Jakarta Launched Digital Onboarding, cutting days to minutes (~90%), lifting conversions. Owned end-to-end product delivery, meeting all stakeholder commitments and deadlines. Benchmarked the digital portfolio against competitive standards and fintech trends. Created product flows, gathered requirements, and maintained product specifications. Planned and prioritized backlog items for iterations by measurable business value. Collaborated with the Scrum team to improve end-to-end customer experience.	Jan 2019 – Apr 2020 KEY PRODUCTS SimobiPlus · Mobile Banking Personal Banking · Internet
Earlier Experience BANKING E-Channel Helpdesk & Services — PT Bank Mayapada Internasional · Jakarta · myONLINE & myMOBILE Operations Staff — PT Bank Rakyat Indonesia · Jakarta	2015 – 2019 2014 – 2015

KEY STRENGTHS

Leadership & Team Development

Servant Leadership · Coaching · Emotional Intelligence · Change Leadership · Agile Mindset · Conflict Resolution

Strategic & Analytical

Vision Setting · Digital Transformation · Competitive Analysis · Business Acumen · Critical Thinking · Risk Management

Stakeholder & Communication

Stakeholder Management · Storytelling · Influencing · Negotiation · Workshop Facilitation · Effective Communication

TOOLS & TECHNOLOGIES

Methodologies: Scrum · Kanban · Waterfall · Design Thinking

Project & Product: JIRA · Trello · Notion · Figma · MS Project

Collaboration: Slack · MS Teams · Google Meet · Zoom

Technical Concepts: Core Banking · API · QA · UI/UX · AWS · DevOps

AI Productivity: Claude Code · LLM

EDUCATION

Master of Management — Universitas Jayabaya · 2015–2017

Bachelor of Applied Science — Politeknik Sahid · 2009–2013

CERTIFICATIONS

- ✓ Professional Scrum Product Owner™ I (PSPO I)
- ✓ Professional Scrum Master™ I (PSM I)
- ✓ PMI Project Management Ready™
- ✓ Google Project Management

TRAINING & COURSES

Product Management Bootcamp · Google Data Analytics · AWS Cloud Practitioner · DevOps Essentials · API Fundamentals · Fundamental Cyber Security · Vibe Coding

PERSONAL

Languages: English (Advanced) · Bahasa Indonesia (Native)

Interests: AI & Emerging Tech · Soccer · Movies