

WILSON MANUEL

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SUMMARY

Innovative AI Developer focused on creating high-utility products that automate complex organizational tasks. Specialized in building intelligent categorization systems and sentiment analysis tools that drive data-informed decision-making. With a strong foundation in modern web technologies and a practical approach to machine learning, I excel at designing and deploying AI-integrated platforms that reduce manual overhead and enhance product intelligence, ensuring that every model serves a clear, measurable business purpose. I also have some experience with application testing, software development, data analysis, and website design.

WORK EXPERIENCE

AI/ML Engineer at Sinar Mas Land

2025-Current

- Optimized an automated ticket-tagging application, reducing processing time by 55% (22 to 10 seconds).
- Refined ticket recommendation prompt engineering, increasing prediction accuracy from 80% to 96%.
- Developed a root-cause analysis category from user complaints by AI generation.
- Engineered an AI-powered OCR system to automate data extraction from tax billing documents.
- Resolved cross-functional technical requests, including custom data extraction, output reformatting, and critical bug fixes.
- Maintained web service stability through daily monitoring to ensure consistent system uptime and performance.

AI Development Tester Intern at Sinar Mas Land

2023-2025

- Created a PDF page tagging that can be used to select the correct category based on the content of the page.
- Made embeddings from the given data to be used for text classification.
- Made several user interface websites for ongoing projects.

Website Developer Intern at Tribun Network

2022

- Made a CRM website called U-Tapis designed to simplify the tasks of news editors and reporters during the news input and editing processes. This website will provide information whenever there are errors or improper usage of Indonesian language within the news articles. The website uses Python Flask, JavaScript as the language and MongoDB as the database.
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EDUCATION

Universitas Multimedia Nusantara - Information System: GPA 3.85

2019 - 2023

- Final Thesis: Created a machine learning model deployed in a simple website that could be used to predict user input sentiment especially towards fintech applications whether it is positive or negative. The dataset uses reviews from Bibit application in Google Play Store. There are 4 algorithms used in the research (Support Vector Machine, Random Forest, Decision Tree, Naïve Bayes). After a thorough testing, SVM algorithm was used for the model because of the performance result.

Digitalent Fresh Graduate Academy – IT Support

2023

- As an IT Support Specialist, I learned about troubleshooting techniques, networking, operating systems, basic linux/windows command, and cloud security systems.

Bangkit Academy - Cloud Computing

2022

- I learned how to develop a simple application using Google Cloud Infrastructure, cloud networks, and how to design, implement, and maintain a cloud infrastructure. Besides the technical skills I learned, I also learned so many soft skills related to time management, professional branding & interview, critical thinking, adaptability, idea generation & MVP planning, startup valuation & investment pitch, and professional communications.
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ADDITIONAL INFORMATION

- **Technical Skills:** Python, JavaScript, Streamlit, FastAPI, Next.js, React, Typescript, Github, HTML, CSS, SQL, LangChain, PostgreSQL, Tableau, PowerBI, MongoDB, Software Engineer, AI Developer, Prompt Engineer, Web Developer.
- **Languages:** Bahasa Indonesia, English.
- **Certifications:** Certified International Data Visualization from Pasas Institute (2022-2025), Associate Cloud Engineer from Google (2022-2025).