

IWAN DWI SANTOSO

PHARMACEUTICAL R&D & TECHNICAL SUPPORT PROFESSIONAL

Age: 50 | Tangerang Selatan, Indonesia | 0878-8760-5817 | iwands@gmail.com
LinkedIn: linkedin.com/in/idsantoso

PROFESSIONAL SUMMARY

Pharmaceutical R&D and technical professional with 20+ years of experience across pharmaceutical research, bioanalytical testing, laboratory instrumentation, engineering support, qualification, calibration, and technical troubleshooting. Experienced in supervising technical and analytical teams of 2–5 people, coordinating laboratory activities, investigating technical problems, evaluating analytical and product-performance data, and maintaining documentation in regulated laboratory environments. Combines hands-on R&D experience with instrumentation and engineering expertise to support structured problem solving, technical recommendations, and continuous improvement. Experienced in GLP/cGMP environments and KAN-accredited laboratory operations, including preparation and support for regulatory assessments.

CORE COMPETENCIES

- Technical Problem Solving & Troubleshooting
- Pharmaceutical R&D & Analytical Investigation
- Team Supervision & Technical Coordination
- Product Performance & Dissolution Testing
- Analytical Method Development & Validation
- Laboratory Instrumentation & Engineering Support
- Instrument Qualification (IQ/OQ/PQ), Calibration & Preventive Maintenance
- Technical Documentation, Data Integrity & Regulated Laboratory Practices
- Technical Communication, Product Demonstration & User Support
- Continuous Improvement & Root-Cause-Oriented Investigation

PROFESSIONAL EXPERIENCE

Maintenance & Engineering Officer | PT Dexa Medica | 2015–2017

- Performed maintenance and troubleshooting of analytical instruments, including HPLC and UPLC systems.
- Supported laboratory operations through technical problem identification, corrective action, and preventive maintenance.

Qualification & Calibration Specialist | PT Dexa Medica | 2013–2014

- Conducted IQ, OQ, and PQ and calibration of analytical laboratory equipment.
- Supported equipment reliability and compliance through qualification and calibration activities in a regulated pharmaceutical environment.
- Worked in an environment subject to regulatory assessment, including BPOM-related assessment activities.

Engineering Specialist | PT Equilab International | 2011–2013

- Maintained and supported analytical instruments used in bioanalytical laboratories.
- Provided engineering support and troubleshooting for laboratory instrumentation and operations.

Dissolution Comparable Study Specialist | PT Equilab International | 2011–2013

- Conducted dissolution comparison studies between generic and reference pharmaceutical products.
- Evaluated comparative dissolution performance to support pharmaceutical research activities.

Bioequivalence Bioanalytical Supervisor | PT Equilab International | 2007–2011

- Supervised a bioanalytical team of 2–5 people responsible for drug concentration analysis in biological samples using HPLC.
- Planned and coordinated analytical activities and reviewed laboratory work to support bioequivalence studies.
- Worked within a KAN-accredited laboratory environment with established quality and documentation practices.

R&D Supervisor | PT Equilab International | 2005–2007

- Supervised R&D activities and a team of 2–5 people supporting pharmaceutical analytical research.
- Developed analytical methods for drug concentration analysis and supported method validation.
- Reviewed analytical results, coordinated technical activities, and supported problem solving within regulated laboratory operations.

Medical Science Training Officer | PT Dexa Medica | 2004–2005

- Delivered scientific training programs for pharmaceutical field-force teams.
- Translated scientific and pharmaceutical information into practical technical training.

Head of Instrumentation Section | Labkesda Provinsi DKI Jakarta | 2003–2004

- Supervised a technical team responsible for laboratory instrumentation operations.
- Coordinated instrument-related activities and supported reliable laboratory operations.

Instrument Technician / R&D Officer | Labkesda Provinsi DKI Jakarta | 2001–2003

- Conducted maintenance and troubleshooting of GC-MS and HPLC laboratory instruments.
- Supported R&D and laboratory activities through analytical testing and instrument reliability work.

ADDITIONAL PROFESSIONAL EXPERIENCE

Sales Specialist | PT Vision Scientific | 2017–2019

- Conducted product presentations and demonstrations for laboratory software related to HPLC systems.
- Provided technical product explanations and customer consultation based on laboratory workflow and instrumentation knowledge.

Digital Marketing Specialist | QAMY Consulting (Freelance) | 2017–Present

- Develop digital marketing strategies, website content, SEO, and Google Ads campaigns.

TECHNICAL EXPERTISE

- Analytical: HPLC, UPLC, chromatographic analysis, analytical method development, analytical method validation, bioanalytical testing, dissolution testing, analytical data interpretation
- Instrumentation: HPLC systems (Agilent, Waters), UPLC, dissolution testers, analytical balances, pH meters, GC-MS, laboratory ovens
- Technical Support: Instrument troubleshooting, qualification, calibration, preventive maintenance, engineering support, technical product presentation
- Quality & Compliance: GLP, cGMP laboratory practices, IQ/OQ/PQ, data integrity, regulated laboratory documentation, KAN-accredited laboratory environment

EDUCATION

- Apoteker (Pharmacist Professional Degree) — Universitas Pancasila, Jakarta | 2000
- Bachelor of Pharmacy (Sarjana Farmasi) — Universitas Pancasila, Jakarta | 1999

LANGUAGES

- Indonesian — Native
- English — Reading & Writing: Intermediate | Speaking: Basic