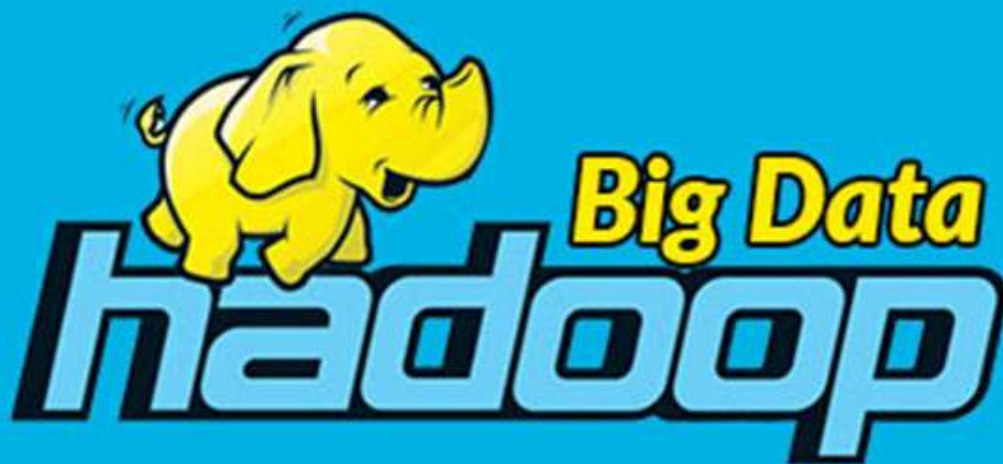




JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support
2 Days Training



**Big Data Analytics on
Hadoop Training Course**

OVERVIEW



Hadoop is an Apache development that stores and processes Big Data. Hadoop stores big data in a dispersed manner, and its tools are also used to perform parallel data processing over HDFS (Hadoop Distributed File Systems). Therefore, becoming a professional in Big Data Analytics on Hadoop will be of utmost use to any professional in the field of Big Data.

Organizations have realized the benefits of Big Data Analytics and there is now a huge demand for Big Data and Hadoop professionals. According to Forbes, the Big Data and Hadoop market is expected to reach \$99.31B by 2022, growing at a CAGR of 42.1% from 2015.

This Big Data Analytics on Hadoop Training course is designed to make you a certified Big Data practitioner by providing you rich hands-on training on Hadoop and its associated components. It will be a steppingstone in your Big Data journey, and you will also get the opportunity to work on various big data case studies.

Can beginners benefit from this 'Big Data Analytics on Hadoop Training' course? Absolutely. Hadoop is one of the leading-edge technological frameworks that is being widely used for big data.

Taking your first step towards big data is really challenging, which is why we believe you should become acquainted with the basics before applying Big Data concepts at your workplace.

This Big Data Hadoop training course will empower you with the in-depth knowledge and level of training professionals require for Big Data Hadoop certifications as well as to perform Big Data management tasks efficiently.



Course Objectives

Upon completing this Big Data Hadoop training course successfully, participants will be able to:

- Understand Big Data Hadoop
- Be proficient with Hadoop, HDFS, Map Reduce, Sqoop, Impala, Apache Pig, Hive and ZooKeeper
- Sit for Big Data Hadoop certification examinations
- Gain real-world skills required for Big Data roles in IT companies
- Learn the fundamentals of Hadoop and YARN and write programs using them
- Set up pseudo-node and multi-node clusters on Amazon EC2 HDFS, MapReduce, Hive, Pig, Oozie, Sqoop, Flume, and HBase
- Perform Hadoop administration activities like cluster managing, monitoring, administration and troubleshooting
- Configure ETL tools like Pentaho/Talend to work with MapReduce, Hive, Pig, etc.
- Use Hadoop testing applications using MR Unit and other automation tools
- Work with Avro data formats
- Carry out real projects using Hadoop and Apache Spark
- Gain in-depth knowledge of Big Data and Hadoop including HDFS (Hadoop Distributed File System), YARN (Yet Another Resource Negotiator) & MapReduce
- Obtain comprehensive knowledge of various tools that fall in Hadoop Ecosystem like Pig, Hive, Sqoop, Flume, Oozie, and HBase
- Understand the capability to ingest data in HDFS using Sqoop & Flume, and analyse large datasets stored in the HDFS
- Study projects which are diverse in nature covering various data sets from multiple domains such as banking, telecommunication, social media, insurance, and e-commerce
- Benefit from learning with a Hadoop expert throughout the program to learn industry standards and best practices

TRAINING METHODOLOGY

This is an interactive Big Data Hadoop training program and will consist of the following training approaches:

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises
- Similar to all our courses, this program also follows the 'Do-Review-Learn-Apply' model.





Organisational Benefits

Companies who send in their employees to participate in this Big Data Hadoop course can benefit in the following ways:

- Give your employees the ability to manage large data volumes using the latest tools
- Provide your workforce with flexible and cost-effective professional development opportunities
- Analyse case studies in this domain and be able to apply successful techniques in your organisation
- Comprehend the principles and practice of Big Data and the context in which this operates

PERSONAL BENEFITS

Professionals who participate in this Big Data Hadoop training course can benefit in the following ways:

- Be up and running in the most demanding professional skills
- Progress in your career in the Big Data domain
- Benefit from a structured training with the latest curriculum as per current industry requirements and best practices
- Work on numerous practical Big Data projects using different Big Data and Hadoop tools
- Obtain the guidance of a Hadoop expert who is currently working in the industry on real-world Big Data projects and troubleshooting day-to-day challenges while implementing them



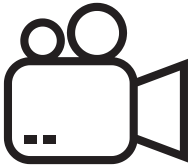


WHO IS THIS PROGRAMME FOR?

This Big Data Hadoop training course would be suitable and useful for:

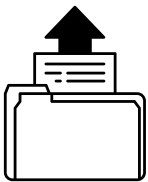
- Senior IT Professionals
- Testing professionals
- Mainframe professionals
- Software Architects
- Programming Developers and System Administrators
- Experienced working professionals and Project Managers
- Business Intelligence, Data Warehousing and Analytics Professionals
- ETL and Data Warehousing Professionals
- Data Engineers
- Data Analysts & Business Intelligence Professionals
- Database Administrators and other DB professionals

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : BIG DATA

Module 2 : BIG DATA HANDS-ON PRACTICE EXERCISE

Module 3 : HADOOP

Module 4 : HADOOP EXERCISES

Module 5 : MAP REDUCE

Module 6 : YARN

Module 7 : Apache HIVE

Module 8 : Apache PIG

Module 9 : IMPALA

Module 10: SQOOP

Module 11: UBUNTU

Module 12: CONFIGURATION MANAGEMENT



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

JI Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

JI Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

BIG DATA