

Dynamic IT Technical Support Specialist with a proven track record at PT SWADHARMA SARANA INFORMATIKA, excelling in problem resolution and network diagnostics. Adept at leveraging technical expertise and strong team-building skills to enhance system performance and drive operational efficiency. Committed to delivering exceptional service and fostering collaborative environments.

Skills

- Market analysis
- Software diagnosis
- Network diagnostics
- Technical support
- Incident reporting
- MySQL database management
- Hardware diagnostics
- Service support
- Network configuration
- Hardware troubleshooting
- PHP development
- Programming

Work History

IT Technical Support Specialist

PT SWADHARMA SARANA INFORMATIKA,
Bekasi, Indonesia

December 2020 - Current

- Offered troubleshooting of connectivity issues across networks such as Wi-Fi Personal Computer
- Researched and identified solutions to technical problems.
- Managed high levels of call flow and responded to technical support needs.
- Used ticketing systems to manage and process support actions and requests.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Configured and tested new software and hardware.
- Diagnosed and troubleshot hardware, software and network issues.
- Created user accounts and assigned permissions.
- Monitored system performance to identify potential issues.
- Installed and configured operating systems and applications.
- Configured hardware, devices, and software to set up work stations for employees.
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Co-Founder

STARSLIGHT PROJECT, INDONESIA (Remote)

June 2022 - Current

- Conducted target market research to scope out industry competition and identify advantageous trends.
- Established foundational processes for business operations.
- Developed key operational initiatives to drive and maintain substantial business growth.
- Developed marketing materials and campaigns to boost brand awareness and customer engagement.
- Recruited, interviewed and hired new staff members and developed training materials for employees.
- Used social media to promote events and build audience.

- Demonstrated leadership skills in managing projects from concept to completion.

Big Data Analyst

TOYOTA AUTO 200, Karawang, Indonesia

January 2019 - March 2019

- Performed end-to-end, complex analysis from discovery to execution and delivery in fast-paced, supportive environment.
- Worked closely with other analysts to help campaigns and product teams make data-driven, strategic decisions.
- Stayed current on new technology advancements and analytical trends.
- Built high-quality dashboards used across organization to monitor key business performance and team-specific results.

Education

No Degree in COMPUTER AND NETWORK ENGINEERING April 2018
SMK NEGERI 1 KARAWANG, Karawang, Indonesia