EDWIN SYAHPUTRA

IT | SUPPORT | ASSISTANT | HELPDESK | INFRASTRUCTURE

0812 9995 9495 | siedwinsyah@gmail.com | edwinsyahputra.github.io

IT Professional with over 5 years of experience as an IT Support Specialist, Helpdesk, and Infrastructure. Proficient in troubleshooting hardware, software, networks (TCP/IP, VPN, DHCP), cloud server management (VPS), and technical support to end-users. Also experienced in web development (HTML, CSS, JavaScript, MySQL, PHP). Accustomed to working proactively, in detail, and communicatively to ensure IT operations run well and optimally.

WORK EXPERIENCES

PT. NUSANTARA COMPNET INTEGRATOR   April 2024 - Present
IT Helpdesk Engineer – On Site at **AEON MALL INDONESIA** (Sentul City & Tanjung Barat)

1. Provide technical assistance to users experiencing software & hardware issues, either in person, via phone, email, or remote support.
2. Identify and resolve technical issues experienced by users, including network connectivity, printer issues, and application errors such as Microsoft 365 products (Word, Excel, PowerPoint, OneDrive, Outlook, etc.).
3. Track and manage user support requests through the ticket system, ensuring that the Service Level Agreement (SLA) addresses all issues.
4. Install hardware (PC, laptop, printer, CCTV, Access Card, etc.) and configure software, including office applications, operating systems, and security updates.
5. Monitor and maintain network systems, servers, and connected devices, ensuring optimal performance and functionality.
6. Work with infrastructure and support teams to resolve complex network and server issues.
7. Manage and track laptop inventory, update asset lists, device types, locations, statuses, and assigned users across all Aeon Mall Indonesia branches.

PT. DYNAGEAR PANDU PRATAMA   (3 Years) August 2021 – April 2024
IT Support Specialist (Supervisor-Level) || Web Developer

1. Design, build, and manage the company website: https://dynagear.co.id.
2. Troubleshoot, install, configure, and maintain IT devices, including operating systems (Windows, Linux, macOS), software, and hardware (PCs, laptops, printers, Wi-Fi, CCTV, attendance machines, and other IT devices).
3. Develop the company's IT infrastructure from scratch, including local networks and servers, and coordinate with IT vendors to ensure implementation meets established standards.
4. Manage and maintain the company's network, including TCP/IP configuration, data sharing, and printer sharing, while ensuring network stability and security through routine monitoring and maintenance.
5. Administer and ensure the uptime of Cloud Hosting (VPS)-based servers and NAS Storage (Synology) by performing regular data backups.
6. Provide technical support for all IT needs, both at the head office and branch offices, with fast and effective solutions to IT-related issues.
7. Configure and manage ERP software (Accurate Desktop), including creating, modifying, and deleting entries, as well as troubleshooting software errors.

PT. QUANTUM TERA NETWORK   (2 Years) July 2019 – July 2021
IT Technical Support

1. Troubleshooting: Identifying, analyzing, and fixing technical problems with hardware, software, or networks experienced by users.
2. Installation and Configuration: installing new software and hardware and configuring them according to company needs.
3. System Maintenance: Performing routine checks, updating systems, monitoring networks, and maintaining data security to ensure IT devices are functioning optimally.
4. User Support: Providing guidance and training to users regarding the use of technology and resolving technical issues directly or remotely.
5. Documentation and Reporting: Recording all technical issues handled and reporting to the team or management for evaluation and decision-making.

SKILL AND EXPERTISE

PROGRAMMING SKILLS	HARD SKILLS	SOFT SKILLS
HTML, CSS, JavaScript, MySQL, Bootstrap, PHP	Installation, Configuration, and Troubleshooting of Software, Hardware, Operating Systems, and Networks (LAN/WAN, TCP/IP, VPN, firewalls, routers, and switches).	Problem solving, Good communication, Integrity, Love of Learning, and Analysis.

TRAINING AND CERTIFICATION

- **PROGATE ID – SQL COURSE**   2021
  Learn SQL fundamentals to manipulate databases.
- **DIGITAL TALENT SCHOLARSHIP – HTML, CSS, JavaScript**   (2 Month) March – April 2021
  Learning and embedding HTML CSS and JavaScript in website-based programs.
- **DIGITAL TALENT SCHOLARSHIP – Machine Learning**   (3 Months) May – July 2021
  Learning the fundamentals of Machine Learning for AI technology.

EDUCATIONAL BACKGROUND

University of Bina Sarana Informatika
*Information Systems Department, **GPA: 3.52/4.00***
Final Project: *"Design of a Web-Based Procurement of Goods and Services Information System".*

PORTFOLIO

Resume Website: edwinsyahputra.github.io
This website is made using HTML, CSS, and JavaScript. It is also responsive for use on Mobile, Tablets & Monitors. I also implemented the JavaScript DOM concept and used the API from email.js to make the contact form work.

PT. Dynagear Pandu Pratama Website : https://dynagear.co.id
This website is created using HTML, CSS, JavaScript, and the Bootstrap 5 framework. Don't forget, that the display is also responsive for use on Mobile Phones, Tablets & Monitors..