

# WORK EXPERIENCES

### PT. NUSANTARA COMPNET INTEGRATOR

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

1. Design, build, and manage the company website: https://dynagear.co.id.

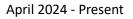
IT Support Specialist (Supervisor-Level) || Web Developer

- 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

#### 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.



(2 Years) July 2019 – July 2021

# **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 Learn SQL fundamentals to manipulate databases.	2021
<ul> <li>DIGITAL TALENT SCHOLARSHIP – HTML, CSS, JavaScript</li> <li>Learning and embedding HTML CSS and JavaScript in website-based programs.</li> </ul>	(2 Month) March – April 2021
<ul> <li>DIGITAL TALENT SCHOLARSHIP – Machine Learning</li> <li>Learning the fundamentals of Machine Learning for Al technology.</li> </ul>	(3 Months) May – July 2021
Learning the Junaamentals of Machine Learning for Al 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 : <u>https://dynagear.co.id</u>

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..





