ABDULLAH SYAFII

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OBJECTIVE

Graduates of Informatics Engineering who are looking for job opportunities in the **IT Application Support** field with a background in **IT Support Operations, IT Application Support** and **Software Development.**

EDUCATION

Pamulang University – South Tangerang   *2017 - 2022*
Informatics Engineering (IT)
GPA : 3.42 [transcript]

SMK YP Karya 2 – Tangerang   *2014 - 2017*
Computer Network Engineering

EXPERIENCE

PT. NTT INDONESIA TECHNOLOGY – South Jakarta
IT Application Support - DBS Bank   *Oct 2022 – Present*
- Analyze and troubleshooting customer issue related with Digibank apps/DBS Mobile banking
- Analyze customer transactions issue with Debit/Credit Card
- Testing feature digibank apps mobile and web based
- Monitoring and analyze BI transactions included SKN, RTGS, BIFAST
- Monitoring internal services, server and transactions using monitoring tools
- Create daily regular report for checking services and server
- Re-run the services/job scheduler application if needed
- Escalate issue to the related party

PT. MANUNGGAL LAJU TEKNOLOGI – East Jakarta
IT Application Development Support   *Sep 2020 – Oct 2022*
- Testing development software before deployment
- Internal and external follow-up related to customer needs & coordination of project preparation
- Create work process documentation and manuals
- Perform the installation, configuration, and maintenance of hardware and software on the server
- Perform trouble-shooting on problems related to hardware & operating system so that computer hardware & software can continue to be used

PT. VISIONET DATA INTERNASIONAL – Tangerang
Technical Specialist   *Jan 2018 – May 2020*
- Analysis, diagnosis, and installation of computer equipment, operating systems, software applications
- and multifunction devices
- IT infrastructure maintenance on clients
- Updates and closures of trouble tickets and service requests from users
- Create a guide/guide for problem solving cases on client devices
- Perform daily support and reporting

ABILITY & COMPETENCY

Technical: IT Support Operation, Technical Support Specialist, Computer Operating System Configuration, Management Software & Hardware, Basic Linux Operation, Software Development, Programming.
Certifications & Training: BNSP Programmer Competency Certification