

**DEWI ANJANI**  
**Junior IT Support Specialist**

Bandung, Indonesia | Phone: 082727572723 | Email: dewianjani@email.com

**SUMMARY**

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Recent graduate with a Bachelor's degree in Information Technology. GPA above 3. Skilled in providing technical support, troubleshooting hardware and software issues, and assisting users with IT-related problems. Strong communication and problem-solving skills. Eager to apply academic knowledge and gain practical experience in an IT support role.

**EXPERIENCE**

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**PT TEKNOLOGI MAJU BERSAMA - Bandung, Indonesia**

Junior IT Support Specialist (June 2023 – Present)

- Provided technical support to end-users, resolving hardware and software issues promptly to minimize downtime.
- Assisted in the installation, configuration, and maintenance of IT equipment and software, including desktops, laptops, and printers.
- Managed user accounts and permissions in Active Directory, ensuring proper access levels and security compliance.
- Documented support processes and procedures to facilitate knowledge sharing and improve support efficiency.

**EDUCATION**

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**INSTITUT TEKNOLOGI BANDUNG (2019 - 2023)**

Bachelor of Information Technology - GPA 3.5

**SKILLS**

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- Technical support
- Troubleshooting
- Hardware and software installation
- Active Directory management
- Communication
- Problem-solving
- Team collaboration