Lake Forest, California 92630

IMAM WAHYONO

(714) 718-0827
imamwahyono@gmail.com

EMPLOYMENT HISTORY

01/2019 - Present	Warehouse Associate	Web Deals Direct LLC - Lake Forest, CA

• Preparing orders by processing requests and supply orders; pulling materials; packing and sealing boxes; placing orders in delivery area.
• Operating forklift to load and unload deliveries and move them to and from storage areas and loading docks, into trucks or storage facilities.
• Conducting inventory controls by collecting stock location, verifying orders and printing requests.
• Maintaining quality service by following organization standards and also maintaining safe and clean work environment.
• Contributing to team effort by accomplishing related results as needed.

03/2016 - 12/2018	Assistant Manager	Tip Top Cleaners - Yorba Linda, CA

• Assisted manager in day-to-day operation from opening and closing the shop, operating machineries, placing and receiving orders and also cashiering.
• Ensured all customers orders were completed in time and done correctly.
• Provided an excellent customer service by making sure that our customers were happy and satisfied with our services.
• Managed customers contact information by inputting and deleting from the database.

07/2015 - 03/2016	OSP Engineer	AFL Global Consultant - Sacramento, CA

• Using knowledge in ARAMIS DT to remotely draft and design projects from AT&T.

01/2006 - 03/2014	Department Head	HOWS Markets LLC - Pasadena, CA

• Managed day-to-day operation in Dairy Deli department, including expo, advance, and regular ordering.
• Provided superior customer service through effective and prompt communication and follow-up on all pending matters with customers.
• Ensured that merchandise were being moved in a safe and timely manner utilizing appropriate equipment and tools.
• Ensuring safety methods, practices and programs are being implemented and maintained.

01/2004 - 12/2006	Helpdesk Analyst	HOWS Markets LLC - Pasadena, CA

• Responsible for product troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries.

• Assisted in installing and upgrading a new system and setting up a new network both wired and wireless.
• Helped maintaining server and register check stands operational including server and system reboot, update and troubleshooting.
• Worked closely with project management team to implement programs that improved operational efficiency.
• Directly communicated with Unified Helpdesk assistance in handling technical issues relating to desktop support and handheld connectivity.

| 11/1999 - 12/2003 | Cashier And Customer Service Associate | HOWS Markets LLC - Pasadena, CA |

• Assisted customers in the in-store check-out process. Main duties include ringing up sales, bagging items, requesting price checks, honoring coupons, collecting payment and giving appropriate change.
• Received and resolved customer complaints, and issued refunds in accordance with established policy.
• Provided excellent customer service.

EDUCATION HISTORY

| 07/2015 | AFL Global Consultant - Sacramento, CA | ARAMIS DT, Certification |

Certificate of Completion in ARAMIS and ARAMIS DT Course.

| 05/2015 | Beach Coders Academy - El Segundo, CA | Website Front End Developer, Certification |

Certificate of Completion in Front End Developer course.

| 05/2004 | Santa Ana College - Santa Ana, CA | Computer Science, Associate Degree |

SKILLS & ABILITIES

Operating Systems: Ubuntu Linux Distro, Windows XP/Vista/7/10, Mac OS Yosemite and El Capitan.	Language: SQL, C++, Java, HTML and CSS, Javascript, Bootstrap.	Software: Microsoft Office, Open Office, VMWare Workstations, AutoCad, Aramis DT, VoIP.	Networking: TCP/IP, LAN/WAN, Hubs, Switches, Routers, Firewalls, Wired and Wireless Connections.	Mobil Device Setup: Iphone IOS, Google Android, Apple TV, Roku, Amazon FireTV.
Advanced	Intermediate	Intermediate	Advanced	Advanced

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References

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Saleem Mirza
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Tony Rivera
Manager
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