

Fatur Rachman

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Summary

Fatur Rachman is an experienced and dedicated IT Support with 1 years of proven expertise in Hardware, Software, Networking and within the Software Company. Currently serving as a IT Workplace in PT Rekan Usaha Mikro Anda, a company focusing providing access and opportunities for users to be more empowered and achieve a better quality of life. He thrives on IT Infrastructure.

Professional Experience

PT Rekan Usaha Mikro Anda / E-Commerce

South Jakarta, Indonesia

IT Workplace

April 2023 – Present

- Manage google workspace and integration into several applications such as zoom, slack, and freshservice.
- Using the ticketing system in the service management system.
- Mikrotik settings such as VLAN, Access Point, CCTV, Door Access, Machine Attendance.
- Preparing New Employee Asset Needs and Providing lessons about applications used in the office through guidelines onboarding sessions
- Control IT assets such as laptops, monitors, handphone, internet, CCTV, software licenses, etc.
- Conduct hardware and software troubleshooting for employees who have a problems.
- Carry out asset improvements such as repairs, sales and purchases to meet the needs of the office.
- Calculate and record all needs for leased licenses and coordinate with all divisions to determine the number of licenses to be extended and purchased.
- Keeps leased software from going out of license.

PT Bosnet Distribution Indonesia / FMCG

South Jakarta, Indonesia

MIS Technology Intern

January 2023 – April 2023

- Prepare laptops for new employees, such as active directory accounts, microsoft accounts, google accounts, and VPN access.
- Collaborated with GA to prepare laptops for employees, such as active directory accounts, microsoft accounts, google accounts, and VPN access.
- Troubleshooting and Network Settings, Printers, Cctv clients having problems.
- Service and hardware additions to employee laptops.
- Help GA input data via Accurate5.
- Manage Windows Server 2008, 2012, 2016, 2019, such as Active Directory, SQL Server, Print Server, CCTV, File Sharing.
- Setting Mikrotik for Failover, VPN (I2tp), LAN, VLAN, Route, Port Forwarding, etc.

Diskominfo Kota Depok / Information Technology

Depok, Indonesia

IT Support Intern

August 2021 – November 2021

- Collaborated with technician to troubleshooting a network problem.
- Solved personal computers trouble issues.
- Create a new local network for local workers.
- Ensure that all internet activities run smoothly.
- preparing peripherals for local workers meeting on zoom.

Education

SMK Al-Husna

Bogor, Indonesia

Vocational High School Computer and Network Engineering – 84.00

2019 – 2022

Certifications

Microsoft Certificate

Jakarta, Indonesia

Deploy and manage identity infrastructure, Install the Windows client, NGD Linux Essentials 1223 Cga

2023

Skills

Mikrotik (VLAN, VPN, WLAN, Port Forwarding, Route, etc), Windows (7, 8, 10 ,11), Windows Server (2008, 2012, 2016, 2019), Active Directory, Hardware Service, MacOS, NVR & DVR, Software Management, Ticketing Management, Vendor Management.