

MUHAMMAD RIDHO ALI AKBAR

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An experienced IT Support professional with over 6 years of expertise in providing technical support, managing IT infrastructure, and ensuring seamless operations of corporate IT systems. Currently, I am a 7th-semester Informatics Engineering student majoring in Teknik Informatika at Universitas Indraprasta PGRI. Proficient in web development, troubleshooting hardware and software issues, network management, and delivering end-user support, I demonstrate strong communication skills, a proactive attitude, and the ability to excel in high-pressure environments.

EDUCATION

Universitas Indraprasta PGRI 2021 – 2025 (Expected)
Undergraduate Students in Informatic Engineering, 3.31/4.00

- As a Teknik Informatika student, I have completed courses such as Computer Networks, Operating Systems, and Information Security, which have equipped me with skills in network management, system troubleshooting, and IT system security. These, along with Database Systems and Programming Fundamentals, provide a strong foundation for addressing IT challenges effectively.

Work Experiences

IT Support Specialist Jakarta | December 2024 – Present
PT Mitra Infoparama

- Comprehensive IT Support: Provided end-to-end IT support encompassing network infrastructure, server administration, hardware, and software.
- Network Infrastructure Management: Managed and maintained robust network infrastructures to ensure seamless and reliable connectivity.
- Server Administration & Optimization: Administered server systems, including configuration, monitoring, and troubleshooting, to achieve optimal performance and uptime.
- Hardware and Software Troubleshooting: Performed expert diagnosis and resolution of complex hardware and software issues, ensuring effective system operations.
- Meticulous Project Documentation: Developed and maintained accurate project documentation, including system configurations and operational procedures.
- IT Project Coordination: Actively participated in various IT project phases, from implementation to ongoing maintenance, ensuring smooth workflows and timely completion.

IT Support Specialist Jakarta | December 2019 – December 2024
PT Mitra Infoparama

- Enhanced Reporting Efficiency: Designed and implemented a streamlined activity reporting system, reducing reporting time by 40% and improving operational transparency.

- **Reduced Technology-Related Issues:** Developed and deployed a comprehensive troubleshooting framework, resulting in a 60% decrease in recurring technical issues within two years.
- **Improved Technical Expertise:** Conducted targeted training programs for technicians, increasing first-time resolution rates to 85% and standardizing troubleshooting practices.
- **Strategic Collaboration with Lenovo:** Partnered with Lenovo on device testing and system performance enhancements, contributing to improved hardware reliability and user satisfaction.
- **System Optimization:** Spearheaded the optimization of internal IT systems, ensuring greater stability and responsiveness to organizational needs.

Owner - Laptop and Spare Parts Business
Galtech

Jakarta | January 2023 - Present

- **Business Development and Management:** Established and managed a thriving spare parts business specializing in Lenovo and Dell laptop components, ensuring consistent growth and customer satisfaction.
- **Inventory and Supply Chain Oversight:** Maintained optimal stock levels by sourcing high-quality spare parts from reliable suppliers and managing supply chain logistics effectively.
- **Technical Expertise and Support:** Provided expert recommendations to customers on selecting and installing compatible laptop components, leveraging in-depth knowledge of Lenovo and Dell product lines.
- **Sales and Customer Relationship Management:** Delivered exceptional service to build a loyal customer base, resulting in increased sales and positive brand reputation.
- **Market Analysis and Pricing Strategy:** Conducted market research to stay updated on trends and competitor pricing, ensuring competitive and profitable pricing strategies.
- **Team Leadership (if applicable):** Led and trained a small team of technicians or sales staff, ensuring efficient operations and excellent customer experiences.

SKILL

Professional Skill

- Effective communication and collaboration with technical and non-technical stakeholders
- Analytical thinking and problem-solving
- Strong organizational and multitasking abilities
- Leadership and mentoring team members
- Time management and prioritization
- Adaptability in high-pressure environments
- Attention to detail and accuracy

Technical Skill

- **Improved Reporting Efficiency:** Designed and implemented a simplified and integrated activity reporting system, reducing reporting time by 40% and enhancing data accuracy.
- **Significantly Reduced Technology Issues:** Analyzed and developed a comprehensive troubleshooting strategy, resulting in a 60% reduction in reported technical issues within two years through structured problem identification and resolution processes.

- **Trained Technicians for Effective Troubleshooting:** Served as the lead mentor for the technical team, guiding them in adopting precise and efficient troubleshooting approaches. This established consistent operational standards and increased first-time fix rates to 85%.
- **Collaboration with Lenovo:** Contributed to Lenovo initiatives, including testing and implementing new devices, and provided constructive feedback to enhance hardware and software performance.
- **Optimized IT Systems:** Led initiatives to enhance internal IT systems, ensuring more stable and responsive operations aligned with business needs.

Certifications and Achievements

- Field Service Rising Star – September 22, 2021
- FSE Advanced Qualification – November 3, 2022
- FSE Elite Qualification – October 3, 2023
- Best IT FSE Lenovo Performance (Top 1 of 3, Malaysia) – April 4, 2024
- Best IT FSE Lenovo Performance (Across Indonesia) – June 3, 2024