

M Indra Saputra

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SUMMARY

My technical skills are in installation, networking, troubleshoot and infrastructure. And my Strength is I'm a quick learner, self-motivated and hard-working. Other skills that I am currently mastering during my education at Mercubuana University are Informatics Engineering and the world of work, HTML, CSS, Java Script, Excel, World, Power Point and Photo Editor.

EDUCATION

Universitas Mercubuana

2021 – Now

Teknik Informatika, Computer Technology/Computer Systems
Technology ·
(August 2021)

EXPERIENCE

Weddingku Group

Nov 2023 – Now

IT Support (Full time)

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Strong problem-solving and communication skills.
- Knowledge of Windows and macOS operating systems.
- Experience with troubleshooting hardware and software issues.
- Ability to work well in a team and independently.

Skills: *Installation, networking, troubleshoot and infrastructure.*

Olah Ide

Nov 2022 – May 2023

IT Support (Internship)

- Perform installation, configuration and data collection of hardware, software and database.
- Respond to problems and service requests in a timely manner.
- Identifying problems and finding the most effective solutions where possible.
- Coordinate and maintain office Meeting Rooms VC and AV System Setup.
- Daily System Administration and support (Accounts creation, termination, etc).

Skills: *Installation, networking, troubleshoot and infrastructure.*

PT Indofood Sukses Makmur Tbk

Jan 2019 – Sept 2022

Barista, Server and Cashier (Full time)

- Make customers feel comfortable.
- Provide excellent customer service.
- Give recommendations based on customer preferences.
- Create many different types of coffee and non-coffee based drinks.
- Willing to help cashier and administrative work.
- Responsible for inventory.

Skills: *Espresso Preparation, Customer Service, Cash Handling, Point of Sale (POS) System, Communication, Upselling.*

PT Excelso Multi Rasa (Kapal Api Global Group)

Jan 2018 – Des 2019

Barista and Server (Full time)

- Make customers feel comfortable.
- Provide excellent customer service.
- Willing to help cashier and administrative work.
- Responsible for inventory.

Skills: *Coffee Knowledge, Multi-Tasking, Team Collaboration, Mathematical Aptitude, Teamwork.*

ADDITIONALS

Language: *English and Indonesian.*