# Muhammad Muhidin

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With 6 years experience supporting system about problem solving and analysis, 3+ years SQL and Python, continuous learn about Data Engineering (Docker, Airflow, Spark, DBT, ETL, Kimball Data Modelling, etc.)

## Profesional Skills
- Problem Solving
- Supporting System
- Python (Programing Language)
- SQL (Query Language)
- Docker (Manage App Container)
- ETL (Extract, Transform, Load)
- Metabase (Visualization)
- Datahub (Data Governance)

## Personal Skills
- Organized
- Motivated
- Team Played
- Fast Learning
- Time Management
- Reliable and Profesional

## Certifications
- Bootcamp Data Engineering Batch 2
- Python language
- SQL for query

## Languages
- Indonesian (Native Speaker)
- English (Beginner)

## Educations
- Bachelor of Information Technology, Stikom Poltek Cirebon, July 2012 – Juny 2016

## Courses
- Data Engineering, Dibimbing.id, July 2023 – Nov 2023

## Awardee
- Best Student of the Month August 2023 at Dibimbing.id

## Projects
- Data Craft ELT Kimball Modelling with Visual Metabase

**Work Experiences**

**IT Service Administrator, PT Mandala Finance Tbk, Jakarta**

August 2022 - July 2023

- Proficiently address customer issues in all branches using Oracle SQL Developer.
- Collaborate closely with other teams to find effective solutions.
- Recording tickets for each request/incident to ensure thorough tracking and resolution.

**IT System Support, PT Abimata Persada, Jakarta**

May 2021 - April 2022

- Efficiently supporting the implementation of BI-Fast hub and connector participant banks, placement in Bank of Indonesia.
- Create a schedule for assisting in handling transaction issues.
- Ensuring optimal system performance.

**IT Service Incident, PT BFI Finance Tbk, Jakarta**

March 2019 - February 2021

- Resolve OTRS ticket issues across branches and head office.
- Checking problems system using MSSQL Server with profiler tools and updating data in the Production database.
- Responsible for manage accounts CONFINS core banking system.

**IT Helpdesk Officer, PT Bank Central Asia Tbk, Jakarta**

January 2017 - December 2018

- Troubleshoot technical issues via ticketing, email, and phone to ensure smooth operations.
- Check network status for all bank branches using tools like Putty.
- Provide support for joining domain PC requests across the network.