



MUHAMMAD MUHIDIN

ABOUT

I am 29 years old and have an experienced looking for a full-time position in the field support of technology, where I can apply my knowledge and skills to continuous improvement.

PROFESSIONAL SKILLS

- Problem Solving
- Supporting System
- Python (Programing Language)
- Extract Transform Load (ETL)
- SQL Query

PERSONAL SKILLS

- Organized
- Motivated
- Team Played
- Fast Learning
- Time Management
- Reliable and Professional

CONTACT

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LINKEDIN

in www.linkedin.com/in/muhammadmuhidin

GITHUB

📄 <https://github.com/muhammadmuhidin>

WORK EXPERIENCE (THE LATEST ABOVE)

IT SERVICES ADMINISTRATOR

PT. Mandala Finance Tbk | Aug 2022 - Jul 2023

- Support customer issues of all branches with SQL
- Coordinate with L2 other team to find solutions to problems
- Record and log ticket for each request / incident

IT SERVICE INCIDENT (IT PRODUCTION)

PT. BFI Finance Tbk | Jul 2020 - Jun 2022

- Resolve OTRS ticket issues from all branches or head office
- Help check related to system problems using Profiler MSSQL
- Responsible for system CONFINS or update data in DB Production

IT HELPDESK OFFICER

PT Bank Central Asia Tbk | Jun 2017 - May 2020

- Handle and diagnose technical issues via ticketing, email, phone
- Checks status updates for all BCA bank branches with PuTTY
- Supporting join domain PC request for all branch

EDUCATION FORMAL

- BACHELOR OF TECHNICAL INFORMATION
University of Stikom Poltek Cirebon | 2012 - 2016
- VOCATIONAL OF COMPUTER NETWORK ENGINEERING
School of Manbaul'ulum Cirebon | 2009 - 2012

EDUCATION NON FORMAL

- Bootcamp Data Engineer
Dibimbing.id | Jul 2023 - Oct 2023