

## PERSONAL DATA

Name : Denny Firmansyah, S. Kom  
Place, date of birth : Jakarta, Oktober 03, 1982  
Gender : Man  
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## PROFIL

- Graduates in the Field of Study in Computers, Department: Information Technology at the College of Information and Computer Management (STIMIK) Perbanas, Jakarta.
- Strong interest in developing a career in a Bachelor of computer specializing in information technology or a related division with work experience opportunities in implementing applications, data entry or as a computer operator.
- Work Hard, self-motivated with proven leadership, interpersonal and communication skills.

## EDUCATION

**2000 - 2005** STIMIK Perbanas , Jakarta  
Department of Information Technology (IT)  
Thesis: "Designing Mapping Information Systems as Educational Facilities for Senior High Schools in South Jakarta." This thesis contains a system that uses a Digital Map to display information depending on geography on the map. With this Geographic Information System, it can produce accurate data in a timely manner and with relevance to real conditions.

## WORK EXPERIENCE

### **21 Sept 2004 - 31 March 2005**

Computer Operators at PT. Persada Informatics System

Job description :

- Data entry in the Kelurahan system application
- Make an official letter in the Joglo Village
- Maintenance application Kelurahan
- Report on the Village Application

### **08 Sept 2006 - 18 July 2007**

Telemarketing Support at PT. Intrias Mandiri Sejati site PT. Bank Danamon Indonesia, Tbk

Job description :

- Processing raw data into finished data in the Telemarketing application
- Support Ascend and configure the Ascend app
- Support telp line and telemarketing network cable
- Telemarketing document administration
- Telemarketing reports

**18 July 2007 - 25 Oct 2010**

IT Service Delivery LANDesk at PT. Bank Danamon Indonesia, Tbk

Job description :

- Monitor IT infrastructure support (hardware and equipment) in branches and DSP units.
- Includes preventive maintenance (antivirus protection, warranty extension), troubleshooting (PC and LAN), Servers.
- Monitors, resolves and documents potential problems and trends such as data communication lines, equipment malfunctions, software-related problems and faulty operational procedures.
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- Ms. Outlook email support, Outlook Express, Ms. Exchange, IMAP and POP3
- Assist users with day to day problems by troubleshooting problems that occur in network hardware and software
- Setup, installation & server / client support computers, software based on HP, IBM, DELL etc. branded PC company standards.
- Active Directory implementation in DSP branches and units
- Implementation of the NCBS (New Core Banking System) application at DSP branches and units
- Make Script & package from the Landesk application for deployment and installation purposes using the Landesk application
- Deploy the NCBS patch every Friday night
- Deployment package and Installation WU (Western Union) at Bank Danamon branches.

**25 Oct 2010 - 25 March 2011**

Information Technology Bureau at PT. Panin Bank, Tbk

Job description :

- Monitor IT support infrastructure (hardware and equipment) in branches.
- Outlook Express and POP3 email support
- Installation of OS and Applications for client purposes
- Repair PC and Antivirus at Senayan Branch
- Implementation of the ICBS Application
- Senayan Branch Server Backup
- Installation of applications for marketing at Panin branches
- Relocation of the Panin branch

**04 Apr 2011 - 30 Sept 2012**

Application Support at IT Infrastructure PT. five Pillar Site PT. Bank Danamon Indonesia, Tbk

Job description :

- Support for applications in the DSP unit
- Testing the Thumpad application
- Relocation of the DSP unit
- Create ARF to relate the open firewall to the applications needed.
- On line EDC testing and EDC Online applications
- Offline EDC Testing and Offline EDC Applications
- On line and Offline EDC implementation
- Create SPA, MOCA and EDC Online applications on Training laptops for training needs in each Region

**01 Oct 2012 - 4 Sept 2016**

IT Application Support at PT. Sinergy Daya Mitra Site PT. Bank Danamon Indonesia, Tbk

Job description :

- SPADA Application SQL Query
- Testing the SPADA and Spa Mobile applications related to automation documents and GPS Tracking in these applications

- Support DSP units in SPADA applications, LED (Encrypt and Decrypt), EDC On Line and WU (Western Union),
- Support Project Spada Enhancement
- Create a new environment related to testing the SPADA application
- Agile Training

#### **4 Sept 2016 - 31 May 2019**

IT Application Support PT. Sinergi Mitrajaya Abadi Site PT. Bank Danamon Indonesia, Tbk

Job description :

- SQL Query and Database Manage for SPADA Applications.
- Support DSP unit in SPADA applications, LED (Encrypt and Decrypt) and EDC On Line
- Create a new environment related to testing the SPADA Challenger Code and Mandatory Application Enhancement applications
- Create RD (Document Release), SIT regarding the Enhancement of the SPADA Challenger Code and Mandatory Applications
- Update SAM (Security Access Matrix) for the Ebizzpro application
- Outsystem project support on infra and server
- IPL (Restart the server)
- Enhance implementation of the SPA application
- Scrum Agile, M-Appraisal and FSC projects
- Support Project CRM (Customer Relationship Management)
- Testing Stress Test with JMETER
- Testing the Mobeix application with SOAP UI
- Configure SFTP CRM application to SMSTRX application

#### **10 June 2019 - Present**

IT Application Support .net PT. Moonlay Technologies Site PT. Citibank,

Job description :

- Debug to search for problems in Desktop and Web applications to fix Dev Team
- Monitoring data flow, Service, Message and make to monitoring use ITRS Geneos Active console
- Project In Place upgraded from 2008 to 2012 or 2016
- Create the change after debug to bug fix at desktop application
- Follow up and resolved tickets (INC) at Service Now
- Switch Over and Switch back for all applications
- Support Production
- Support BI – Fast Application
- Manage Server NDM (server Send File from Partner)
- Troubleshooting Local Application and BI Application
- Renewal Cert for Local application and BI Application
- Project Pro switching
- Project E-Stamp Duty

## **SKILLS, ACHIEVEMENT AND TRAINING**

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### **Computer Skills:**

- Good understanding of computer literacy such as computer components, input devices, output devices, system units, storage devices, communication devices. Both in installing, configuring and performing various Microsoft Windows Operating System platforms.
- Able to assemble PC, Partition Disk, PC client configuration and hardware / software troubleshooting.
- Able to setup Microsoft Windows platform, either for servers (Windows 2000 or 2003) and client PCs (Windows 9x, ME, W2K, XP), configuration and troubleshooting.
- Good understanding of networking essentials such as network concepts, topology, network media (cable), network interface cards, network administration and support, using internet resources (e-mail, FTP, etc.).

- Able to prepare network system (LAN), physical cable (UTP cable, Rj-45 connector, straight and cross cable options) and configuration (TCP / IP, gateway).
- Manage and administer Windows 2000 Active Directory to manage users, groups, shared folders, and network resources, and manage user and software environments by group policy.
- Good at using Microsoft Office Applications (Word, Excel, PowerPoint, Access) for daily activities.
- Understand SDLC document Projects such as SIT, UAT, and Implementation.
- Query Database in SQL Server 2005, 2008 and 2012
- Understand the EDC on line topology and its infrastructure.

### **Language**

1. Indonesian: Fasih
2. English: Good

### **Achievement**

2003 Achievement Education, STIMIK Perbanas, Jakarta  
 2002 TPSDP Prestasi, Ministry of National Education

### **Pelatihan**

1. Computer Net working Program;
2. Visual basic Program.

### **Project**

1. Project Deploying AD/SOE at PT. Bank Danamon Indonesia
2. Project New Core Banking System (NCBS) at PT. Bank Danamon Indonesia
3. Project Open cabang Bank Danamon and Danamon Sinpan Pinjam
4. Project Western union , MFD deploying by LANDesk system
5. Project Mobile Branch
6. Project EDC On line
7. Project Enhancement SPADA automation Document dan GPS Tracking
8. Project Recorded Phone
9. Project Core Banking ICBS di Bank Panin
10. Project Enhancement SPADA Challengger Code dan Mandatory
11. Scrum Agile
12. Project CRM (Customer Relationship Management)

### **REFERENCES**

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**Work reference available upon request.**