

# Curriculum Vitae



## Dhimas Ilya'sa Swandy

Address : Kalibata Tengah, Pasar Minggu, South Jakarta, Indonesia

Phone : +628819983394

Place and Date of Birth : Medan, March 25 1999

Email : [dhimas.25@gmail.com](mailto:dhimas.25@gmail.com)

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My primary strength lies in professionally troubleshooting operating system issues and data recovery, with additional expertise in hardware troubleshooting.

### Professional Experience

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✓ April 2023 - Present / *IT Technical Support Specialist* at **JACCS MPM Finance**.

- ❖ Migrated the 10 Windows Server 2008 Host PCs across 5 branch offices to new Windows Server 2016 Dell T40 machine, boosting data and application access speed and significantly improving branch productivity
- ❖ Implement a Proxmox virtual machine (VM) solution in 41 Host PCs across different branches. This virtualization approach allows for rapid redeployment of the operating system in the event of a system crash on the host machine
- ❖ Migrate 12 PABX System from Trixbox to Grandstream in Branch Offices
- ❖ Migrate 10 Canon MF515 to MF543 in Branch Offices
- ❖ Ensure the Proxmox VM backup process is running and succeed
- ❖ Manage Active Directory user accounts and computers
- ❖ Monitor traffic throughput using PRTG, Sangfor NGAF, and Versa Control Panel
- ❖ Recover data from faulty PCs
- ❖ Troubleshoot and resolve hardware and operating system problems (from remote or on-site), identifying root causes and implementing effective solutions and workarounds

✓ January 2023 – April 2023 / *IT Support Intern* at **PT SMART, Tbk**

- ❖ Set up PC / laptop before being used by users
- ❖ Upgrade PC / laptop HDD to SSD, and RAM
- ❖ Data entry to internal assets system
- ❖ Identify and solve hardware and operating system related issues

## SKILL SUMMARY

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|-------------------------|--|
| → Computer Troubleshoot | Remote desktop, OS fault, bash scripting, monitoring |
| → Data Recovery         | Macrium Reflect, R-Studio, HDD Super Clone           |
| → Operating System      | Windows Server, Windows, Debian, Proxmox             |

## EDUCATION

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**Universitas Gunadarma | Depok, Indonesia**

September 2021

Bachelor of Computer Science/Information Technology (GPA: 3.36/4.0)

## ADDITIONAL SKILLS

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- ❖ Ms Office (Word, Excel, PowerPoint )

## ORGANIZATION BACKGROUND

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- ❖ **Creative Media**  
Was responsible for designing banner, logo, Instagram feed templates for TechnoFair 6.0 social media account.
- ❖ **Humas, Publikasi, dan Dokumentasi PEMIRA FIKTI UG 2019**  
Responsible for designing banner, Instagram feed templates for PEMIRA FIKTI UG social media account.
- ❖ **KPPS 7**  
Volunteered as KPPS 7 in Pemilu Serentak 2019. Other than taking care of KPPS 7 post, I also in charge of printing documents for archiving purpose.