

Jovan Ferryal E. F.

Web Developer / Customer Support / IT Support

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📍 akannikah.id

📍 Kota Bekasi, Jawa Barat, Indonesia

SUMMARY

I am a Web Developer and Customer Support with 7+ years of experience in building and optimizing WordPress sites using Divi, Elementor, and other page builders. Successfully executed several projects, assisting users / clients / customers with good technical support, providing high-quality user experience, and improving site performance. Strong skills in cPanel, WHMCS, Web Hosting, Technical Support, WordPress, PHP, HTML, CSS, Skilled Multi-tasker, IT Support with technical support, troubleshooting, device maintenance, assembling devices, device configuration, and more.

EXPERIENCE

Web Developer

Creative Media ↗

09/2018 - Present

Build, manage, maintain and operate the company website and its subsidiaries that I have founded with several of my colleagues.

Company websites:

- <https://wecreative.co.id>
- <https://akannikah.id> (online invitation service website)

Web Developer

Klikserver ↗

03/2017 - Present

Build, manage and maintain company websites and their subsidiaries, including client websites.

Company websites:

- <https://klikweb.co.id>
- <https://klikserver.com>
- <https://drupadi.com>
- <https://gateway.net.id>
- <https://trava.co.id>
- etc.

Customer Support

Klikserver ↗

03/2017 - Present

Responsible for assisting Klikweb.co.id customers with technical support.

- Handle customer ticket support with WHMCS
- Handle customer live chat with Tawk.to
- Handle customer support from WhatsApp

Administrator

WinTen ↗

07/2016 - 08/2024

WinTen was originally just a Telegram group discussing Windows and related topics. As a hobby, I decided to build, manage, maintain and operate several services from WinTen for our group members, namely WinTen Mirror, WinTen Sharer, WinTen Drive, WinTen API, WinTen Blog, etc. These services are mostly built using Python, PHP, WordPress, Telegram API, Javascript and Google API.

Web Developer Triniaga Build, manage and maintain company websites and their subsidiaries. Company websites: <ul style="list-style-type: none"> https://triniaga.com https://primrose.co.id 	08/2017 - 09/2018
IT Support Triniaga Responsible for assisting co-workers in technical support, troubleshooting, device maintenance, assembling devices, device configuration, networking LAN / WiFi router, sharing printer, installing OS / AV / Apps.	08/2017 - 09/2018
Web Programmer PT. Wijaya Solusindo Responsible for assisting senior developers in building web-based applications using JavaServer Pages (JSP).	05/2014 - 09/2014

EDUCATION

Informatics Universitas Mercu Buana - Bachelor's degree	2014 - 2019
Computer and Network Engineering SMKN 4 Kota Bekasi	2011 - 2014

CERTIFICATES

Monitor and Manage Google Cloud Resources ↗ Google	09/2024 - Present
Gemini for Application Developers ↗ Google	09/2024 - Present
Gemini for Data Scientists and Analysts ↗ Google	09/2024 - Present
Introduction to AI and Machine Learning on Google Cloud ↗ Google	09/2024 - Present
Intro to ML: Language Processing ↗ Google	08/2024 - Present
Generative AI Explorer - Vertex AI ↗ Google	08/2024 - Present
Analyze Sentiment with Natural Language API ↗ Google	08/2024 - Present
Analyze Images with the Cloud Vision API ↗ Google	08/2024 - Present
Analyze Speech and Language with Google APIs ↗ Google	08/2024 - Present

Implement Load Balancing on Compute Engine ↗ Google	11/2022 - Present
UI/UX Design Mastery (Gold) ↗ Skilvul	04/2020 - 04/2024

SKILLS

cPanel	Expert	Telegram API	Intermediate
WHMCS	Expert	Microsoft Office	Advanced
WordPress	Advanced	Figma	Intermediate
Python	Advanced	Divi	Advanced
PHP	Advanced	Elementor	Advanced
MySQL / MariaDB	Advanced	Google API	Intermediate
HTML	Advanced	Google Products	Advanced
CSS	Advanced	Zoom	Advanced
Javascript	Intermediate	Skilled Multi-tasker	Expert
Git	Advanced	Technical Support	Advanced
VPS	Intermediate	Maintenance and Repair	Advanced
Windows	Expert	Problem Solving	Advanced
Web Hosting	Expert	Tactfulness	Advanced
Linux	Intermediate	Communication	Advanced
Telegram Bot	Intermediate	Technical Understanding	Advanced

LANGUAGES

Indonesia	Native	Jawa	Basic
Inggris	Intermediate		