

CHRISTIAN WILLIAM

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EXPERIENCE

August 2023 – August 2024

IT Support | PT. Asia Sistem Indonesia | Jakarta Selatan

IT Operation

- Responsible for monitoring, diagnosing, and troubleshooting storage server performance.
- Perform preventive and corrective maintenance.
- Create analytical maintenance reports.
- Developing precise technical documentation.
- Contribute to creating project documents from scratch.
- Coordinating with diverse IT units for integrated solutions.
- Managing maintenance operations for office equipment.

IT Support

- Responsible for the troubleshooting of IT networks.
- Maintain and update all IT equipment in the office.
- Maintain system security using tools such as antivirus and others.
- Repair and verify user computer networks that are experiencing problems.
- Responsible for office email management.
- Responsible for office inventory, including movable and immovable property.

May 2022 – July 2023

IT Trainer | PT. Berkah Inovasi Global | Yogyakarta

- Successfully implement Property Management System software, including Front Office, POS, and Back-office systems, with the clients.
- Transfer knowledge or training about business processes and their application to the customer.
- Setup, configure, and test the application to ensure it runs properly.
- Doing live preparation, such as data transfer, application setting, etc.
- Monitoring the implementation process includes supervising user data entry and providing direction and solutions to problems or errors.
- Documenting the project, such as an issue log and timesheet.
- Collaborate and provide support with the IT Helpdesk.
- Update the project manager on the progress of implementation on a periodic basis.

EDUCATION

- Bachelor of Information Technology | Universitas Kristen Duta Wacana Yogyakarta (2021)
- Certificate in Information Technology | Whitireia Community Polytechnic New Zealand (2016)

CERTIFICATIONS

- CyberOps Associate – Cisco Networking Academy (2024)
- Pure Storage Basic & Operation Accreditation - Pure Storage (2023)
- IT Support Specialization - Google (2023)
- AWS Academy Cloud Architecting - AWS Academy Graduate (2022)
- Junior Network Administrator - Badan Nasional Sertifikasi Profesi (BNSP) (2021)

ADDITIONAL SKILLS

- Hardware Support (Printers, Peripherals, PC/Laptops, & PABX)
- Software Support (Windows & Linux)
- Productivity Software (Microsoft 365 & Google Workspace)
- Network Support for Cisco & Mikrotik (Routers, Switch, & Access Point (AP))
- Cloud Storage (Google Drive, One Drive, & Dropbox)
- Cloud Computing (Amazon Web Services (AWS))
- Helpdesk Support (Freshdesk)
- Remote Desktop Support (Team Viewer & Anydesk)
- Basic Programming (HTML/CSS, MySQL, & C++)

LANGUAGE PROFICIENCY

- Bahasa Indonesia
- English

INTEREST AND ACTIVITIES

- Sports
- Gaming
- Traveling
- Problem Solving
- Technology Enthusiast