

Ramdhani Priandatama

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SUMMARY

Analytical, logical, and dedicated IT Help Desk Technician bringing experience assisting colleagues in analyzing and problem-solving technical issues with workable solutions. Accustomed to multitasking; flexible and adaptable. Willing to further develop skills and grow professionally by taking on new responsibilities, troubleshooting, and resolving issues.

EDUCATION

Telkom University | Information System

Aug 2013 - Jan 2021

Area of Interest: Data System Monitoring | IT System Monitoring | System Engineering | Architecture Enterprise.

EXPERIENCE

IT Help Desk | Swakarya Insan Mandiri

May 2024 - Present

- Executed daily IT support tasks for 100++ users, maintaining high satisfaction rates and system reliability
- Respond and resolve IT support tickets submitted by end-users
- Install, configure, and troubleshoot software for end-users
- Collaborate with other IT teams to resolve complex technical issue

Surveyor Live-in | Agriaku Digital Indonesia

Oct 2023 – April 2024

- Performed sales surveys and creating detailed reports of survey result
- Manage project and ensuring that all deadlines were met and quality assurance standards were adhered to
- Proficient in the use of Google Sheet for data collection and survey analysis

Sekolah Tinggi Akuntansi Negara | Examiner Supervisor

Feb 2023 – Jul 2023

- Active and responsible to communicating the time and location of the examination to those who will be taking the test
 - Performed supervision and direction to students undertaking examinations and facilitate during the exam
 - Conduct administrative duties pertaining to the examination process in order to meet regulatory compliance requirement
-

ORGANIZATIONS

Head of Public Relations | Toyota Yaris Club Indonesia (TYCI)

Jan 2022 – Jan 2024

- Manage all of TYCI social media accounts
 - Coordinate to other division for all activities
 - Successfully carried out all programs within two year of management
-

CERTIFICATION

Architecture of Design Interior and 3d Design | 3 Desain

Jan 2024 - Present

- 3D Skech Up | 3D Autocad
- Created Drawing and Layout Home Building | Created 3D Model | Rendering | Video Animation

Enterprise Architecture | BNSP

Mart 2020

- Participate in certification training of Enterprise Architecture (EA) with predicate “Competen”
 - Making Business Process Mapping for Cv. Era Printing Indonesia
-

SKILLS

Hard Skills : SQL | Phyton | C++ | Microsoft Office | Enterprise Architecture | Business Process Re-Modelling | Power Designer | Project Management | Microsoft Project | Google Suite Ecosystem

Soft Skills : Analytical | Critical Thinking Helpdesk management | Time management and problem-solving ability | Teamwork and Collaboration | Adaptability



IT Service Desk

SWAKARYA INSAN MANDIRI

Presented by :
Ramdhani Priandatama

I'm Ramdhani Priandatama

IT Service Desk

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Handled Client

 **CIMBNIAGA**

BAF

FIFGROUP



 **mandiri**
tunas finance

PermataBank 

 **mandiri**
utama finance

al

 **SEHATI**

 **BCAfinance**

BFI
FINANCE

 **JULO**

 **EASYPASH**
by Fintopia

 **Maybank**
Finance

DAILY ACTIVITY

FIF PHONEVER	FIF PROJECT	FIF AMITRA	FIF C1 SYSTEM	RTC STC FIF DC
192.168.0.215	172.16.70.3	172.16.70.3	172.16.70.3	172.16.31.203
TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT
2024-06-19 06:15:05 53				2024-06-19 06:18:09 2003
2024-06-19 06:18:11 51				
	JULO TELESALAS	TELESALAS FIF	FIF AUTODIAL	FIF MMU
	192.168.0.186	172.16.70.8	192.168.0.223	172.16.70.80
	TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT	TANGGAL_RTCSTC_EXT
		2024-06-19 06:22:19 51	2024-06-19 06:15:23 53	2024-06-19 06:17:41 51

Welcome to Rop
CLK K011
BRC 3TC CENTER KSA...
HJME | BEYOND v5.0 ...
Pending
(5) WhatsApp
Zimbra Inbox (2051)
| BEYOND v5.0 BACK...
Dashboard SMS - REP...
Gmail

R-159825 > Welcome

Your Search

Standard
Custom

Helpdesk
All open requests

Assigned: 1
New: 1
Pending: 2
Resolved: 767

TICKET BARU GUYS
Total: 1 objects

User Request	Title	Organization	Service subcategory name	Caller	Start date	Status	Agent
R-159874	bantu munculin data reg ini ke jen 06:00	FPP DC	CALLBACK	SRI Dewi Hartini	2024-10-10 14:05:03	New	undfined

R-150874
Your Search

Assign - R-150874

Team	IT SERVICE DESK
Agent	Ramdhani Priandiana
Cancel	Assign

General Information

Organization FIF DC

Caller Sisi Dwi Harlan

Status New

Origin portal

Title service meniscus data vgg ini ke jara 66-00

Description

```
"(1200)432123"
"(2000)651523"
"(1200)789012"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"(0000)123456"
"
```

Classification

Request Type Service request

Impact A disruption

Urgency low

Priority low

Contacts

Status

Start date 2024-10-10 14:00:03

Last update 2024-10-10 14:00:03

TSD Resolution 4 min

Solutions

Potent request problem

Simulation

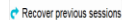
SEA report

[illegible]

PING Test PV

Reporting

Test Call



Find existing session or server name...

Recent sessions

147.139.139.197 (root) 192.168.0.186 (root) 172.16.30.33 (root)
172.16.70.44 (root) 192.168.0.218 (sd) 147.139.132.243 (root)
149.129.246.215 (root) 172.16.70.16 (root) ...

• MobaXterm Professional Edition v21.1 •
(SSH client, X server and network tools)

SSH session to root@147.139.139.197
• Direct SSH : ✓
• SSH compression : ✓
• SSH-browser : ✓
• X11-forwarding : ✗ (disabled or not supported by server)
For more info, ctrl+click on [help](#) or visit our [website](#).

Last login: Thu Jun 20 06:05:13 2024 from 115.124.64.130

Welcome to Alibaba Cloud Elastic Compute Service !

[root@fif-pv ~]#

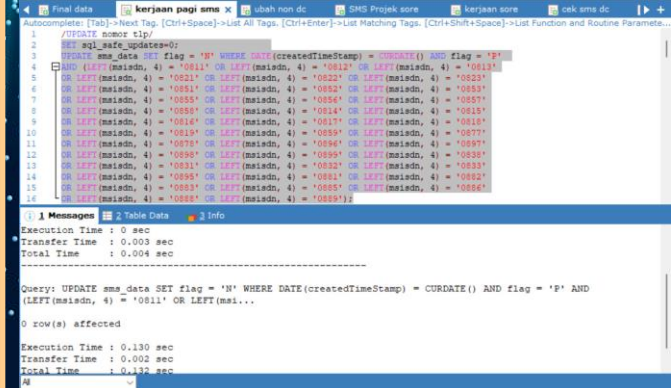
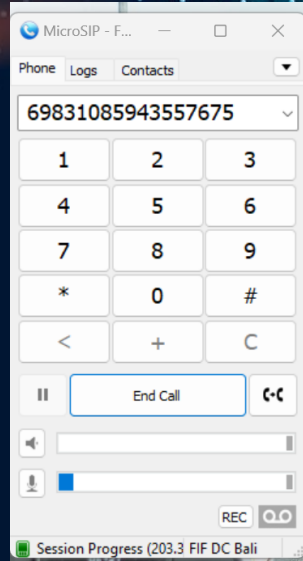
(SSH client, X server and network tools)

SSH session to root@147.139.139.197
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Last login: Thu Jun 20 06:05:13 2024 from 115.124.64.130

Welcome to Alibaba Cloud Elastic Compute Service !

[root@fif-pv ~]# ping 118.97.48.38
PING 118.97.48.38 (118.97.48.38) 56(84) bytes of data.
64 bytes from 118.97.48.38: icmp_seq=1 ttl=249 time=3.63 ms
64 bytes from 118.97.48.38: icmp_seq=2 ttl=249 time=3.59 ms
64 bytes from 118.97.48.38: icmp_seq=3 ttl=249 time=3.82 ms
64 bytes from 118.97.48.38: icmp_seq=4 ttl=249 time=3.58 ms
64 bytes from 118.97.48.38: icmp_seq=5 ttl=249 time=3.80 ms
64 bytes from 118.97.48.38: icmp_seq=6 ttl=249 time=3.55 ms
64 bytes from 118.97.48.38: icmp_seq=7 ttl=249 time=3.54 ms



```
#Data sms NONDC FIF = 2001  
+ COMMENT,param,provider (sesuai)  
+ lenght ok < 160  
+ flag P = 16  
+ flag N = 1985  
- IMS = 1270  
- PKP3 = 715  
^ Telkomsel (894)  
- IMS = 179  
- PKP3 = 715
```

Plg Yth Mohon mlkn pmbryn tpt wkt angsuran 70400707224 ke3/48 di
KtrFIFGROUP_Indmrt,Alfa,ktrPOS,ATM:BCA,BNI,PRMT,MNDIRI,BRI. Abaikn jk tllh
byc INFO:1500343

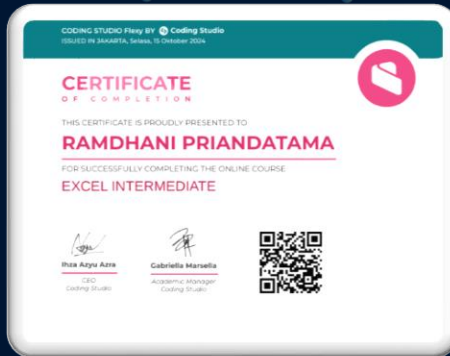
```
#Data SMS PROJECT SMART = 69543  
+ comment,param,provider (sesuai)  
+ lenght ok < 160  
+ flag P = 185  
+ flag N = 69358  
- IMS = 38550  
- PKP3 = 30808  
^ Telkomsel (38510)  
- IMS = 7702
```

DAILY ACTIVITY

CERTIFICATE



Enterprise Architecture



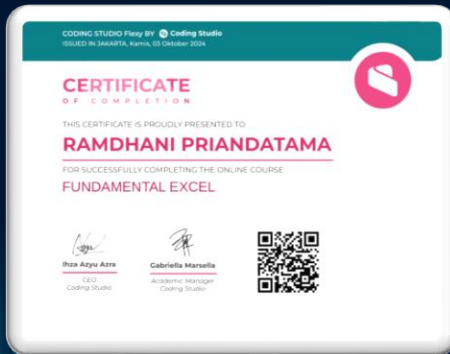
Intermediate Excel



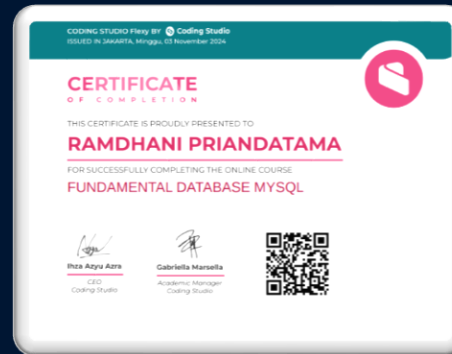
Fundamental Python



Fundamental Algorithm



Fundamental Excel



Fundamental MySQL

THANK YOU

Do you have any questions?
Ramdhanitama02@gmail.com



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