



Anggun Isty Aisha



Bekasi City



anggunistyaishah21@gmail.com



081806568638



www.linkedin.com/in/anggun-isty-aisha

About Me

I am an IT professional with 6 years of experience, proficient in problem solving, analytical thinking, asset management, reporting, sdhc, databases, and project management. Known for my meticulous attention to detail, strong work ethic, and the ability to quickly grasp new skills, I thrive under pressure.

I am equally adept at collaborating within a team or working independently, demonstrating a high level of responsibility towards all assigned tasks.

Skills

- Project Management: Planning, executing, completing IT projects within budget and timeline.
- Software Development Life Cycle: Planning, design, testing, and maintenance.
- Asset Management: Track and manage the inventory of IT assets, including hardware, software licenses, digital subscriptions.
- Technical Support: Providing technical assistance to users, resolving computer and system issues.
- Requirement Analysis: Proficiency in gathering, analyzing, and documenting both business and technical requirements.
- Problem Solving: Troubleshooting, analysis, critical thinking.
- Daily Server Backup: Manage daily backups to ensure critical data is backed up and can be quickly restored.
- Hardware: Installing, upgrading, servers, desktops, laptops, peripherals.
- Software: Microsoft 365, Azure, Google Cloud Platform, SQL Jira, Trello, Figma, Dbeaver, cPanel.
- IT Audit: Conduct audit of IT systems, processes, and controls to ensure compliance with organizational standards, regulations, and policies.
- Vendor Management: Experience in managing vendor relationships, negotiating contracts, and ensuring alignment with project objectives.
- Database Management: Managing and maintaining databases, including SQL.
- Documentation: Create and maintain procedures, reporting, user guides, documentation for systems.
- Communication and Collaboration: Strong interpersonal skills for effectively communicating with business stakeholders, developers, and end users.

Education

Gunadarma University

GPA : 3.20 / 4.00

Bachelor of Engineering: Computer System
Concentration: Computer System

Courses and Workshop

- Certificate of Completion: The Complete Course For Becoming A Successful Project Manager.
- Certificate of Participation: UI-UX Research and Design Fullstack Intensive Bootcamp.
- Certificate of Completion: Courses System Administrator and Databases.

Experience

PT. International Services Pacific Cross

Information technology (Full-time) (February 2019 - Present)

- Support and maintenance each system so it can run smoothly with daily business process.
- Providing timely resolution to technical issues, minimizing system downtime and user impact.
- Plan, execute, and complete IT projects within budget and timeline, aligning with business objectives.
- Implementing Agile or Scrum in the Software Development Lifecycle.
- Installation, configuration, and maintenance of operating system windows and macOS.
- Manage helpdesk operations, including ticketing systems and responding to user inquiries and issues.
- Conduct UAT with users to ensure they understand system changes and how to operate the system.
- Provide regular status reports and performance analysis to stakeholders.
- Manage vendor relationships and ensure third party deliverables meet standards.
- Track and manage IT assets, including hardware, software licenses, and digital subscriptions.
- Review and provide data for audit requests related to IT within the relevant department.
- Oversee the lifecycle of IT assets from installation to final disposal, including maintenance, updates, and ensuring proper management of unused assets.
- Manage and execute daily server backups to ensure critical data is regularly backed up and can be quickly restored in case of failure or data loss.
- Maintain websites for regional offices in Hong Kong and Indonesia.
- Manage enterprise database applications with Microsoft SQL Server Management Studio 2017.
- Use Office 365 for planning and administration, including Active Directory.
- Implementing the international standard ISO 27001 and conducting Pent test according to regional standard procedures.
- Documenting all about IT environments.
- **Achievement**
 - Project Manager: Successfully completed the requirement documentation, portal, and system according to specifications and budget, improving time efficiency by 60% and enhancing team productivity.
 - 365 Efficiency: Optimized O365 licensing by 30% through efficient license allocation, reducing software costs.
 - Budget Savings: Reduced hardware costs by 60% by implementing device sharing.
 - Asset Disposal: Increased asset disposal revenue by 40% through improved asset management and environmentally responsible disposal practices.
 - Budget Savings: Renegotiated vendor contracts, resulting in a 20% project budget savings.

Information technology (Contract) (April 2018 - Augustus 2018)

- Providing timely resolution to technical issues, minimizing system downtime and user impact.
- Maintenance IT asset including hardware, software licenses and digital subscription.
- Manage enterprise database applications with Microsoft SQL Server Management Studio 2017.
- Create and update documentation related to IT systems, procedures, and troubleshooting guides.
- **Achievement**
 - Implement an automated ticketing system, reducing user issue response time by 50%.

PT. Kualita Persona Indonesia

IT Recruitment (Contract) (April 2018 - Augustus 2018)

- Search for and research candidates' CVs on all social media platforms.
- Seek candidates for job positions according to the qualifications provided by the client, post job openings on social media and job platforms, and offer jobs to individuals via social media or direct contact.
- Maintain and update a comprehensive database of potential candidates.
- Create daily database reports.
- **Achievement**
 - Recruit potential IT candidates according to qualifications and optimize the budget by 30%.