

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