



HENDRO TIRTA ANGGARDI

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OBJECTIVE

A motivated and detail-oriented IT Support Technician with proven expertise in technical assistance, computer maintenance, and network management. Skilled in diagnosing and resolving software and hardware issues, configuring and optimizing networks, and delivering exceptional user support. Strong problem-solving and communication skills ensure efficient issue resolution and user satisfaction. Committed to providing reliable technical solutions and continuously enhancing skills to meet evolving IT challenges.

SKILLS

- Maintenance & Repair
- Troubleshooting Hardware and Software
- Networking Management
- Installation Operation System
- CCTV (Closed Circuit Television)
- IT Security (Encryption, Firewall, Antivirus, and Access rights management)
- Server Management
- Programming (PHP, HTML, CSS, Laravel)
- Database Management System (MySQL, PostgreSQL)
- Analytical thinking and innovation
- Complex problem solving
- Communication and interpersonal skills

TRAINING

Cisco Networking Academy

- CCNA: Switching, Routing, and Wireless Essentials
- CCNA: Routing and Switching - Introduction to Network

Digital Talent Scholarship

- Vocational School Graduate Academy (VSGA) - Junior Graphic Designer BNSP Certification
- Vocational School Graduate Academy (VSGA) - Junior Cyber Security BNSP Certification

EDUCATION

Pamulang University

2020 - 2024

Bachelor Degree of Computer Science - IPK : 3.46 / 4.00

Final Project

The Implementation of Location-Based Services for an Android-Based Running Tracking Application Using Global Positioning System (GPS) uses Android Studio as the primary IDE, with Java/Kotlin as the programming languages. For backend services, it utilizes Firebase and Room Database handles local data storage on the device.

WORK EXPERIENCES

The Sultan Hotel Jakarta - IT Support (Internship) - January to June 2020

Responsible for installing Windows operating systems, supporting applications, and troubleshooting hardware and software issues. Managed LAN cable installation to update infrastructure, configured Mikrotik bandwidth management, and set up hotel room access cards using VingCard. Prepared daily reports for IT operations documentation and evaluation.

Berani Digital ID - Software Engineer (Internship) August 2023 - February 2024

Contributed to the development of a temperature monitoring application for swimming pools as a feasibility indicator, using Laravel framework and PGSQL database. Ensuring smooth application performance and compliance with specified requirements.

Creative Indigo Production - IT Support (Internship) July - December 2024

Installed and maintained Windows and macOS operating systems and supporting software. Troubleshot Windows and macOS issues and performed hardware maintenance (SSD, RAM, etc.). Managed network maintenance, including Mikrotik configuration, and routine checks on routers, switches, and access points. Maintained servers, including Alto mail server credentials, and configured Wi-Fi access points. Set up small networks for studio shoots and managed file sharing for team libraries via remote desktop to the server.

Yasmin Hotel Karawaci - IT Support (Full Time) January 2025 - Current

Handled hotel IT projects including fiber optic and UTP cabling for a new Internet Service Provider, upgrading computers, printers, and IT infrastructure, as well as setting up centralized storage and file sharing for all departments. Supported the implementation of the VHP Hotel Management System (HMS) and managed the installation and maintenance of CCTV systems using Imou cameras integrated with Hikvision NVR to strengthen hotel security.