

WENXI, S.KOM

IT TECHNICAL SUPPORT & JUNIOR MOBILE DEVELOPER

Pontianak, West Kalimantan | wenxiwen60@gmail.com | +6282154848428

SUMMARY

IT Support Specialist with solid skills in troubleshooting, system maintenance, and network management. Experienced in providing technical support and applying digital solutions to improve work efficiency. Also skilled in Android app development (Java, Kotlin), UI/UX design, and graphic design.

TECHNICAL SKILLS

- Android Development (Java).
- Android Development (Kotlin).
- Microsoft Office (Power Point, Excel, Word, Access).
- Troubleshoot Computer & Laptop (Hardware & Software).
- Adobe Photoshop.
- Adobe Premiere Pro.
- Figma.
- StarUML.

WORK EXPERIENCE

Computer Repair Specialist ————— Feb 2020 - Feb 2023

- Diagnose and troubleshoot hardware issues, such as motherboard failures, hard drive problems, RAM issues, and power supply malfunctions.
- Repair, replace, and give recommendation to user about upgrade hardware components.
- Perform software troubleshooting, including OS installation, software updates.
- Install, configure, and update operating systems, drivers, and software to ensure optimal performance and security.

Graphic Design Specialist ————— Mar 2023 - Dec 2024

- Develop and create visually appealing designs for various marketing materials, including brochures, posters, flyers, banners, social media graphics, website, and advertising videos.
- Work with the content team and marketing team to design visuals for social media posts.

Freelance IT Support & Digital Transformation ————— Jan 2020 - Sept 2025

- Plan, develop, and implement digital transformation strategies aligned with business goals.
- Provide end-user technical support and troubleshoot hardware, software, and network issues.
- Maintain and monitor IT infrastructure to ensure performance, security, and reliability.
- Evaluate new digital tools and technologies to enhance operational efficiency.

EDUCATION

Vocational High School in Marketing Major Jul 2017 - Jun 2020

State Vocational High School 3

- Major in Marketing.

Bachelor of Information Technology

Sep 2020 - Jul 2024

University Widya Dharma Pontianak

- Major in Information Technology.
- Thesis on "Design of a Personality Test Application Using the DISC Method Based on Android".

ADDITIONAL INFORMATION

- **Languages:** Indonesia, English.
- **LinkedIn:** <https://id.linkedin.com/in/wenxi-s-kom>