

FAISAL RASYID

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PROFESSIONAL SUMMARY

IT Support Specialist with more than 5 years of experience. Skilled in technical troubleshooting, hardware and software installation, and system administration. Experienced in supporting multiple platforms, including Windows, and Linux. Proven ability to improve operational efficiency through network optimization and proactive IT solution implementation. Strong communication skills to provide responsive and high-quality customer service.

EXPERIENCE

UPT Puskesmas Larangan Utara – Tangerang, Indonesia

Security and IT Support (November 2019 – present)

- Monitored CCTV systems and reported any suspicious activities or security breaches promptly.
- Assisted visitors and patients with information and directions, delivering exceptional customer service.
- Provided technical assistance to staff by troubleshooting hardware and software issues, ensuring minimal disruption to daily operations.
- Monitored and maintained the local network infrastructure to support seamless connectivity.
- Installed, configured, and updated computer systems, printers, and other IT equipment.
- Ensured data security by implementing regular backups and assisting with data recovery when needed.
- Conducted basic training for staff on IT systems and applications to enhance productivity.
- Maintained detailed logs of daily activities and incidents for documentation and future reference.
- Provided technical training and support to staff on the use of IT systems and software, enhancing productivity and system adoption.
- Collaborated with vendors for procurement, installation, and maintenance of IT equipment.

PT Alfria Sumber Jaya, TBK – Tangerang, Indonesia

Crew Store Specialist (June 2018 - January 2019)

- Customer Service: Assisted customers with product inquiries, promotions, and transactions, ensuring a positive shopping experience.
- Cashier Operations: Handled cash register operations with accuracy, including cash, card, and digital payments.
- Inventory Management: Monitored stock levels, restocked shelves, and performed regular inventory checks to maintain product availability.
- Store Maintenance: Ensured the cleanliness, organization, and visual appeal of the store to enhance customer satisfaction.

SKILLS

- Network Configuration and Maintenance
- Hardware Installation and Repair
- Public Speaking
- Software Installation and Support
- Problem Solving and Critical Thinking
- Technical Troubleshooting
- Frontend (HTML, CSS, Javascript)

EDUCATION

PAMULANG UNIVERSITY (2019 - 2024)

Bachelor of Computer Science- GPA 3.06

- Related courses: Algorithm and Programming, Management of Database, Analysis and Design Information System, Software Engineering, Network Configuration, Computer Hardware