Muhammad Zuhair Yuliansyah

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A Information Systems graduate from BINUS University with experience as a Software Technical Support at HashMicro, a leading ERP company. Skilled in Java programming, GUI development, front-end development, and proficient in UI/UX design, SQL Server, and MySQL. Experienced in technical troubleshooting, system analysis, and customer support for ERP software issues, collaborating with developers to identify and resolve bugs while assisting users in effectively utilizing the system. Committed to continuous learning and professional growth, striving to enhance technical and communication skills to adapt to the dynamic challenges of the industry.

WORKING EXPERIENCE

PT HashMicro Solusi Indonesia, Jakarta   **2024 - 2025**
Software Technical Support - Intern

- Diagnose and resolve technical issues in the ERP system, analyze system performance, and provide recommendations for improvement.
- Collaborate with developers to identify and fix bugs during development while documenting technical solutions and troubleshooting guides.
- Provide customer support via email, phone, and in-person, ensuring users understand system features and managing knowledge through guides and solution articles.

BINUS University, Jakarta   **2023 - 2024**
Team Promotion - Part time

- Responsible for the accuracy of new student registration data as well as creating creative promotionalmaterials for university events.
- Provide informative customer service to prospective students and manage promotional booths atuniversity events to provide information to visitors.
- Supports university event preparations with logistics management, as well as being responsible forsending e-certificates to seminar participants and efficient event documentation

ORGANIZATION ACTIVITIES

BINUS University, Jakarta   **2023 - 2024**
Information Systems Project Member

- Experience designing, developing and implementing software solutions for race registration platforms.
- Responsible for developing user interface (UI) using HTML, CSS, and JavaScript.
- Experience in database management using MySQL and PHP My Admin, with an understanding of the importance of data management in project development.

BINUS University, Jakarta   **2021 - 2022**
Bina Nusantara Computer Club (BNCC)

- Ability to analyze and identify bugs in programs.
- Understand and implement coding requirements in custom scripts.
- Knowledge and skills in the use of applied scripts.
- Actively participate in all stages of the software development cycle

EDUCATION   2021 - 2025
IPK 3.72

BINUS University, Jakarta
Information Systems

- Java & GUI Programming: Proficient in Java and graphical user interface development.
- UI/UX & Web Development: Experienced in UI/UX design using Figma and front-end web development with WordPress.
- Database & System Analysis: Skilled in SQL Server, MySQL, and system analysis using use case and domain modeling.

SKILL

- ERP Systems
- Web Development
- UI/UX (Figma)
- Java programming
- WordPress and Mendix
- Databases
- Graphic Design (Adobe Ilustrator, Canva)
- Data Accuracy & Management
- Customer Service & Communication
- Creative Promotional Design
- Event & Logistics Coordination
- Documentation & Certificate Handling