

# CURRICULUM VITAE

Name : Candra  
Sex : Male  
Place / Date of Birth : Medan, 14 September 1977  
Nationality : Indonesian  
Race : Chinese  
Religion : Buddhist  
Marital Status : Single  
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Languages : Mandarin, English, Indonesian

## **Educational Background**

1987-1995 at Meili English Course and Austin International School Medan studying English  
1993-1994 at IBSU and Tricom Computer Course studying Junior Programming  
1995-1999 at Architecture Faculty of Institute of Science and Technology of Pardede Medan studying Exterior and Interior Design

## **IT Qualifications**

- Software installation, trouble shooting and maintenance
- Hardware distribution and installation
- Minor hardware repair
- LAN setting
- Basic Programming

## **Other Work Experiences**

2011- 2015:

Corporate Manager at PT.Platon Niaga Berjangka, responsible for Public Relations' tasks, Corporate Clients and running Corporate Roadshows at public malls, generating new database for the company and assuring maximum number of new accounts and margin-in from the database. Also responsible for training new corporate officers, equipping them with maximum level of knowledge about fundamental worldwide news.

2001- 2011:

Free-lance Entrepreneur in processing legal documents such as car licences and drivers' licences for PT. Asia Kimindo Prima and PT. Lubsindo Cipta Binawarsa of Anugrah Group Medan, CV. Sinar Glugur and personal customers.

1998-2001:

Running an internet café business on Jalan Brigjend. Katamso Medan, handling the LAN setting and business management

Jakarta, 20<sup>th</sup> of February 2016

(Candra)

### **Professional Summary**

IT Manager with over 15 years of IT experience including experience in the areas of LAN and

WAN, training and support, telephony, and e-mail and security. Skilled in designing infrastructure and implementing technology to support large user groups, supporting users at

corporate headquarters as well as multiple remote locations, and effectively managing \$1 million

IT budgets as well as IT staff. Proven ability to translate business needs into technology requirements that support the company's business objectives and to successfully manage all

phases of IT projects from needs analysis and requirements definition to vendor selection, implementation, and training.

### **Experience**

#### **IT Manager, Some Company, Somewhere, Some State, 1/98 – Present.**

Reporting to the VP of Finance, responsible for all computer and telephony systems for this \$30 million widget company at corporate headquarters as well as at 5 remote locations.

Assume overall financial accountability for the IT department including developing and managing an annual IT budget of \$1 million.

Oversee a staff of 3 consisting of a help desk analyst, an operations analyst, and a network

administrator in supporting 240 employees across 6 locations in State 1 and State 2.

Successfully implemented multiple IT projects ranging from \$40K to \$100K, provide the technology knowledge and vision to support the company's business objectives, and evaluate and recommend all software for business processes.

### **Selected Accomplishments**

#### **LAN and WAN**

Specified and upgraded all computer equipment from desktop to back-end servers for all locations.

Designed and implemented a WAN infrastructure using T1's and Cisco equipment integrating legacy SCO/Unix systems with the new infrastructure.

Integrated NT servers into the network.

Implemented a VPN solution via the Internet to enable a secure connection between a remote location and corporate headquarters.

Involved in day-to-day operation of Novell (4.X/5.X) network in addition to effort to migrate to an all IP network.

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[http://www.questcareer.com/it\\_resume\\_technical\\_resume.htm](http://www.questcareer.com/it_resume_technical_resume.htm)

### **Training and Support**

Implemented computer-based training for Microsoft Office products utilizing Skillvantage

by NetG eliminating the need to send users to outside training and providing a means of easily tracking employee progress to the established training requirements.

Formed and staffed a centralized help desk for coordination of support services throughout the organization to increase the efficiency and effectiveness of support services.

Created and manage standard desktop images for employees based on job function reducing the time required to install appropriate software on a new PC by copying the appropriate image to a new computer's hard drive instead of loading individual software applications.

### **Telephony**

Reduced customer service man hours by analyzing the types of customer calls, developing

a flowchart of the customer call process, evaluating and selecting an Integrated Voice Response (IVR) system to place in the contact path to customer service, and developing a database file of all customers that included customer account number, balance, next delivery, and last posted payment that was refreshed nightly and updated in the IVR system. Successfully implemented the project resulting in a 10-month ROI with a customer usage rate of 7%, significantly above the vendor expected usage rate of 2%, a rate equivalent to having an additional 2 customer service reps on staff.

Based on the initial success of the project, enhanced the IVR system further to include accepting credit card payments and adding a complete Spanish language script. Upgraded an automatic call distribution system, implemented call accounting software to track who placed a call and where the call was placed, and manage a Fujitsu 9600 PBX phone system.

#### **E-Mail and Security**

Designed and implemented an STMP-based mail server and standardized the entire company on Outlook Express including creating an e-mail domain and managing users. Migrated to Internet standard messaging and installed T1 connectivity to the Internet. Selected and implemented content scanning software, Content Technologies' Mailwrepper, to protect company assets and minimize exposure.

#### **Supervisor of LAN Applications, ABC Company, Anywhere, Any State, 12/90 – 12/97.**

Reporting to the Manager of Computer Operations, managed a staff of 2 in supporting both corporate headquarters and a 24/7 XYZ operation.

Designed and implemented a help desk to serve the needs of 600 employees.

Handled second-level support of LAN and WAN issues for the company.

Performed daily Novell administrative tasks including adding and deleting users, setting up shared areas, controlling data access, and managing print queues.

Trained users and administered e-mail for the entire company.