AHMAD KAMALUDDIN

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WORK EXPERIENCE

JELD-WEN – Bogor & Majalengka, INDONESIA

IT Support   *August 2019 – Present*
- Provided feedback and solved the software and hardware troubleshoot issues used ServiceNow ticketing system for interactions 150 – 200 user interactions per month.
- Maintained software update and network connectivity for ERP SAP S/4 HANA in a factory of 300+ users.
- Managed IT hardware warranties, repair, and redeployment to maximize the value of 300+ sets of IT hardware.
- Implemented and monitored IT hardware asset management policies, procedures, work instructions, and governance.
- Identified and trained 9 software applications (ERP SAP S4/HANA, ERP FIORI, IVMS CCTV, ServiceNow, Learning Point, Cisco E-connect, Office 365, IT Bea Cukai Inventory, TPB PEB Bea Cukai) to support operational of the organization.

IT Inventory Analysis   *July 2020 – January 2021*
- Succeed to increase master data ERP SAP S4/HANA accuracy for yield of raw material from 60% to 95% accurate.
- Participated transformation and migration from Perini ERP to SAP ERP in 2 plant locations toward material management, cost of operation $3M saved.
- Integrated ERP SAP S4/HANA inventory movement and TPB PEB Bea Cukai as reporting system of Bea Cukai monitoring, resulted 100% document created and reported real-time.

JAVA HONEYCOMB (JAVA-HOVEY.COM) – Semarang, INDONESIA

Product Design and Content Manager   *March 2018 – July 2019*
- Organized end to end design concept and its timeline for supporting sales & marketing, resulted 20% annual sales increased.
- Supervised all visual design from concept to final hand-off such as packaging, banner, and digital marketing.
- Conceptualized 5 original ideas of digital marketing became user friendliness to engage with potential market.

PT. TELEKOMUNIKASI SELULAR (TELKOMSEL) – Semarang, INDONESIA

Sales Support   *January 2017 – December 2017*
- Developed sales strategies of electronic payment card (T-Cash) which proposed to become key user to promote to the students. Succeed 300 peoples in 4 months engaged and purchased the product.
- Expanded into a business with 35% target achieved in annual gross of sales.

EDUCATION

DIPENOGORO UNIVERSITY (UNDIP) – Semarang, INDONESIA   *September 2012 - September 2019*
Bachelor of **Engineering**, **Computer Science**, Cumulative GPA: 3.5/4.0
Graduated with Honors, Course work programming and information technology

SKILLS

Technical: Proficient with ServiceNow, Microsoft Excel, PowerPoint, Adobe Illustrator, Figma
Programming: PHP, HTML, Android Studio
SCM ERP: SAP S/4 HANA - SAP Material Management
Languages: Fluent in English, Indonesia, **TOEFL score 510**
Certificate:
- **Google**, *Google Digital Garage* (April 2019)
- **Oracle Academy**, *Course Completion Java Programming* (February 2016)