MUHAMMAD ALFAN

IT SUPPORT SPECIALIST

CONTACT

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📍 DKI Jakarta

EDUCATION

2013-2018

STMIK NUSA MANDIRI JAKARTA

- Bachelor of Information Systems

SKILLS

- System Management & Administration
- Data & Inventory Management
- Otomasi & Scripting
- Jaringan & Keamanan
- Aplikasi & Tools IT Support

ADDITIONAL SKILLS (SELF-LEARNING & EXPLORATION)

- SQL Server Basics & Query (used for personal exploration)
- Windows Server & Linux Server (used for learning via VMware and VirtualBox)

LANGUAGES

- English (Beginner)

PROFILE

An IT Support can cover System Admin with more than 4 years of experience in IT support , and inventory data management. Skilled in managing Active Directory, network security, and automation with PowerShell & PsExec. Experienced in software deployment, IT system troubleshooting, scripting for automation, monitoring user sessions on servers, and user inventory data management.

WORK EXPERIENCE

PT. Bank QNB Indonesia
2021 - PRESENT

IT Support Specialist

- Manage Active Directory for account management, access rights, and user mapping.
- Manage user inventory data, sort active users and access rights for internal purposes.
- Use PowerShell to automate reporting and user management.
- Monitor & manage endpoint security systems with SentinelOne & Qualys Client.
- Use PDQ Deploy & PsExec for remote application installation and updates.
- Troubleshoot networks, servers, and end-user devices.
- Handle VPN & RDP settings for remote access between networks.
- Troubleshoot msoffice365.

PT. Bank Mandiri Persero Tbk.

IT Support

- Function as one of the key contacts for the organization on all production issues at Bank Mandiri
- Setting up new computer system
- System installation, both hardware and software
- Trobleshooting and system repair
- Upgrading software and hardware
- Network Troubleshoot
- Provided daily support with escalated ticket resolution
- Identified root causes of recurring problems to implement effective solutions
- Analyzed applications and recommended necessary upgrades and patches

PT. Bank Mandiri Persero Tbk.

IT Security Operation Center (SOC)

- Ensure that Trend Micro antivirus is installed and has the latest code classes updated
- Perform antivirus scanning manually
- Install the Windows patch on the workstation (if not already installed)

RESOLVED ACHIEVEMENTS & TROUBLESHOOTING

- Inventory Data & Active Directory (Manage user inventory data based on Active Directory)
- Deployment & Remote Administration (Deploy & uninstall bulk apps using PDQ Deploy & PowerShell)
- Scripting & Automation (Automatically log folder activity with PowerShell, recording file changes in real-time, Create a user session monitoring script on a remote server, logging active sessions and login status)