

Mochammad Alif Pratama

Senior IT Support Assistant

- **Address** Bogor, Indonesia
- **Phone** +6289663084201

E-mail alifpratamaaa99@gmail.com
LinkedIn Mochammad Alif Pratama

I have experience in IT support for approximately 4 years. Hardworking and passionate job seekers with always learning skills in the IT field and strong organizational skills want to get the best IT positions, like specialists and experts. Ready to assist the team in achieving company goals.

Work Experience

Senior IT Support Assistant • PT. Vivo Mobile Indonesia

- Identified issues, analyzed information, and provided solutions to problems
- Asset management for all IT devices.
- Learned and adapted quickly to new technology and software applications
- Communicated with IT from HQ

May 2022 - Now

IT Support Assistant • PT. Vivo Mobile Indonesia

- Perform hardware, software, and network troubleshooting
- Ensure the network is stable and well-functioning.
- Asset management for all IT devices
- Maintenance of computers, servers, CCTV, and printers
- Support IT project from HQ

Sept 2020 - May 2022

Office Boy • PT. Vivo Mobile Indonesia

- Ensuring the room is neat and clean
- washing eating and drinking utensils.
- Keeping records of inventory of office goods and IT equipment
- Perform hardware and software troubleshooting.
- Computer network support
- Ensure that peripheral devices work properly.
- Deliver foreign documents to immigration, the Department of Manpower, and Disdukcapil
- Accompany foreigners to take photos at immigration to immigration.

Jul 2017 - Sept 2020

Education



Oct 2018 - August 2022

STMIK Jayakarta

Bachelor of Technology

Certifications

- CCNA: Introduction to Networks
- CCNA: Switching, Routing, and Wireless Essentials
- CCNA: Enterprise Networking, Security, and Automation
- IT Support Google specialization.
- AWS Academy Graduate - AWS Academy Cloud Foundations

Skills

- Troubleshooting
- Networking
- Linux Administration
- Routing
- Cloud Foundations
- Fundamental Programming

Project

- Create an Asset management system based on the local server.
- Create a ticketing system and internal articles based on the local server.