

ANDI FAJAR RAMADHAN

IT SUPPORT SPECIALIST | JUNIOR FULL-STACK DEVELOPER

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South Tangerang, Banten, Indonesia.

SUMMARY

An experienced IT Support Specialist with over 4 years of experience providing comprehensive technical solutions and maintaining efficient IT operations. Proven ability to troubleshoot hardware and software issues, manage server infrastructure, and deliver exceptional customer service. Dedicated to continuous improvement and seeking a challenging role where I can leverage my expertise to contribute to organizational success. Not limited to IT Support skills, I also expanding my skills in programming scope especially Full-Stack Development with current stack React.js, Express.js, and PostgreSQL.

EDUCATION

SMK Negeri 1 Cimahi (4 years International Strengthening Education Program) | July 2015 - Apr 2019
Computer and Networking | Average Grade: 8.2/10

EXPERIENCE

IT Support Specialist

PT. Sidola Computer | Full-Time | Jakarta, Indonesia | Jan 2019 - Mar 2023

- **Technical Troubleshooting & Maintenance:** Troubleshot and periodic maintenance on customer devices, including laptops, desktops, and servers.
- **Hardware & Software Installation:** Implemented seamless integration and functionality through hardware and software installation and configuration on computers and servers.
- **Server Installation & Management:** Installed, configured, and managed over 100 servers, including rack installation, cabling management, and server configuration.
- **Client Communication & Problem-Solving:** Explained and discussed technical problems with customers, providing effective solutions and maintaining strong client relationships, both remotely and on-site.
- **Inventory Management:** Conducted stock opname of available goods, ensuring accurate inventory tracking and management.
- **Multi-Platform Support:** Resolved over 50 IT support tickets per month with a 95% customer satisfaction rate, including laptops, desktops, and servers.
- **Quality Assurance:** Executed quality checks (QC) on laptop, desktop, and server units in accordance with established recommendations, ensuring high standards of operation.
- **PC Procurement & Configuration:** Led the procurement process and installed/configured more than 200 PCs for customers within a week, ensuring optimal setup and performance.

Service Area Engineer

PT. Visionet Data Internasional | Tangerang, Indonesia | Jun 2024 - Sep 2024

- Project Stock Opname: Conducted stock opname for DSN (Desktop, Server, Network).
 - Network Installation: Installed, configured, cabled, monitored, and manually tested Cisco Switch Catalyst.
 - Project Documentation: Managed project documentation, including BAST and UAT, ensuring accurate and timely reporting.
 - EDC Machine Maintenance: Provided maintenance for EDC machines to meet customer needs, including thermal supply services, procurement, replacement, withdrawal, and overall maintenance services.
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ORGANIZATION

- Head of Division 10 (Language) | Student Council | SMPN 8 CIMAHI | July 2013 - July 2015
 - Chairman | Youth Organization | Cimahi, Indonesia | Aug 2016 - Dec 2017
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SKILL

Technical Skills

- IT Support: IT Technical Support, Troubleshooting, EDC Machine, Hardware & Software Installation & Maintenance, Cabling
- System Administration: Linux System Administration, Server Administration, Computer and Server Maintenance
- Network Administration: Cloud Computing, Network Installation and Maintenance
- Programming: HTML, CSS, JavaScript, RESTful API, Node.js, React.js, Express.js, CI/CD, Github, Deployment.
- Database Management: PostgreSQL
- Software Proficiency: MS Office

Interpersonal Skills

- Communication: Effective communicator with strong verbal and written skills (English, Indonesia - Native)
 - Critical Thinking: Analytical Thinking, Logical Thinking
 - Leadership & Teamwork: Leadership, Teamwork, Planner
 - Problem-Solving: Proven problem-solving abilities
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