

M. AMMAR FADHILA RAMADHAN

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Bandar Lampung, Lampung, Indonesia

IT SUPPORT SPECIALIST

Graduated from the Sumatera Institute of Technology with a bachelor's degree in Informatics Engineering, I have honed my skills in Data Security and Networking, proven by the certificate of IT Support Specialist from Google. To further enhance my expertise, I served as a lab assistant at my university, gaining practical experience and reinforcing my technical and collaborative skills. My ability to collaborate effectively in tech-driven environments, combined with my proficiency in English, makes me well-suited for roles that require a global perspective. I am keen to apply my expertise in a dynamic and innovative setting, contributing significantly to the field of Informatics Engineering.

STRENGTHS AND EXPERTISE

System and Data Security
IT Support
Computer Networking

IT Management
Operating Systems
Troubleshooting

Tech-Oriented Problem Solving
Project Management
Collaborative Teamwork

EDUCATION

SUMATERA INSTITUTE OF TECHNOLOGY INFORMATICS ENGINEERING

August 2019 - September 2023

- Focused on Cyber Security & Pervasive Computing
 - GPA 3.62/4.00
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WORKING EXPERIENCE

Sumatera Institute Of Technology Lab Assistant for Web Programming

August 2023 - December 2023

- Teaching the fundamentals of web programming (HTML, CSS, JS, PHP and MySQL).
- Ensure all lab equipment is ready for use before practicum.

Sumatera Institute Of Technology Lab Assistant for Information Technology Projects

August 2023 - December 2023

- Guided the students, and gave advice about software development.
- Mentored the students on how to maintain the relationship with client during development.

Smart School Foundation Project Manager for E-Learning System Development

August 2022 - December 2022

- Defining project goals and scope, creating detailed plans with timelines, resources and milestones.
- Keeping open lines with stakeholders for feedback integration and project updates.
- Ensuring the final product meets quality standards and user requirements and overseeing system testing.

BAPPEDA Kota Bandar Lampung
Intern as IT Support Staff

July 2022 - August 2022

- Provided first-level contact and problem resolution for all users with hardware, software, and application issues.
- Assisted with office work in handling documents, reports, data entries, and designed presentation for meetings and reports.
- Offered guidance to users on how to operate software and computing equipment efficiently.

Sumatera Institute of Technology
Lab Assistant for Object Oriented Programming

February 2022 - July 2022

- Teach about fundamentals of OOP using Python.
- Supervised the student's assignments given by the lecturer.
- Ensure all lab equipment is ready for use before practicum.

Sumatera Institute Of Technology
Soundtrack Engineer and Tester for Game Development

August 2021 - December 2021

- Designed the soundtrack used for the game.
- Tested and checked the quality of the game.

ORAGNIZATION EXPERIENCES

Informatics Engineering Student Association
Member

Dec 2019 - Sep 2023

- Become part of the Informatics Engineering student association at the Sumatra Institute of Technology.
- Teach the juniors about the organization and its philosophy.
- Occasionally teaching about fundamentals of programming, in joint practicum session.

Atarashii Sekai ITERA
Head of Public Relations

Dec 2020 - Sep 2021

- Acted as a spokesperson for the community, representing its interests and values to external entities.
- Organized and participated in outreach programs to connect with residents, local businesses, and other stakeholders.
- Collaborated with neighboring communities and organizations to build partnerships and support shared initiatives.

ITERA BERPIJAR
Volunteer

Dec 2019 - Sep 2020

- Introducing the ITERA campus to various regions.
- Teach students about soft skills and hard skills and help students choose the right major.
- Hold question and answer activities and distribute prizes to students.

OTHER SKILLS

- HTML
- CSS
- JavaScript
- PHP
- MySQL
- Project Management
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Excel
- Microsoft Project
- Google Docs
- Google Spreadsheet
- Python
- C++
- Cryptography
- Data Encryption
- System Security
- Quality Assurance