

MUHAMMAD AZIZ ASSALAM

+62 813 8770 4628 | Azizzmuhammad44@gmail.com | Depok, West Java, Indonesia

PROFESSIONAL SUMMARY

IT System Support Specialist with 3+ years of experience in the healthcare industry, specializing in SIMRS/HMIS application support and system implementation. Experienced in user support, requirement analysis, UAT, data validation, and basic data analysis using SQL and visualization tools. Strong collaborator between users, technical teams, and management to ensure reliable and efficient system operations.

CORE & TECHNICAL SKILLS

HARD SKILLS

- SIMRS / Hospital Management Information System (HMIS)
- Application Support & System Monitoring
- Requirement Analysis & Workflow Design
- User Acceptance Testing (UAT)
- Data Validation & Data Quality Control
- SQL (Basic–Intermediate)
- Google BigQuery, Google Colab (Python – Basic)
- Tableau (Dashboard & Visualization)
- Hardware & Network Troubleshooting
- Microsoft Excel (Pivot, Lookup)

SOFT SKILLS

- Team Collaboration & Independent Work
- Strong Communication & Public Speaking
- Problem Solving & Critical Thinking
- Fast Learner & Adaptability
- Time Management & Discipline
- Able to Work Under Pressure

PROJECT EXPERIENCE

SIMRS Implementation & Optimization Projects

RSUD Ciawi – System Support (SIMRS Optimization & User Support)

- Provided operational support for SIMRS used by multiple hospital departments.
- Investigated system issues reported by users and coordinated solutions with development teams.
- Validated and corrected data inconsistencies to maintain data accuracy.
- Supported user training to improve system usage and reduce recurring errors.

RSUD Cibabat – System Support (SIMRS Implementation Support)

- Supported SIMRS implementation during system rollout phase.
- Assisted user requirement gathering for registration, inpatient, and outpatient modules.
- Conducted User Acceptance Testing (UAT) and assisted issue reporting.

- Provided on-site user support and training during early system adoption.
- Assisted data validation to ensure accurate patient and transaction records

RSUD Kab. Tangerang – System Support (SIMRS Implementation & Stabilization)

- Supported end-to-end SIMRS implementation and post-go-live stabilization.
- Assisted requirement analysis and system configuration based on hospital workflows.
- Conducted UAT prior to system deployment.
- Assisted data migration and validation activities.
- Provided post-implementation support to ensure system stability.

RSUD Dr. Soedono Selong – System Support (SIMRS Support & Maintenance)

- Provided remote and on-site SIMRS operational support.
- Monitored application performance and system availability.
- Assisted troubleshooting system and user access issues.
- Prepared system usage guidance and supported user inquiries.
- Assisted periodic system maintenance and reporting.
- Assisted laboratory result integration into SIMRS.

Healthcare Data Analysis (Operational)

- Performed data validation and correction to ensure SIMRS data accuracy.
- Used SQL and BigQuery to support reporting and operational analysis.
- Built basic Tableau dashboards to visualize system and operational data.

CERTIFICATE

- SQL Server for Beginner – Gunadarma University
- Fundamental Web Programming – Gunadarma University
- Introduction to Wireless LAN Installation – Gunadarma University
- Fundamental DBMS – Gunadarma University
- Intro to Data Analytics – RevoU (Online Course)
- Certificate of Attendance: Full Stack Data Analyst – RevoU
- SQL (Basic) - HackerRank

PROFESSIONAL EXPERIENCE

PT. BUANA VARIA KOMPUTAMA – JAKARTA SELATAN

System Support / Sept 2021 – Present

- Provided daily operational support for SIMRS used by hospital departments.
- Acted as liaison between hospital users and development teams.
- Monitored applications, servers, and supporting hardware.
- Prepared maintenance documentation and conducted SIMRS user training.

EDUCATION

GUNADARMA UNIVERSITY – DEPOK, INDONESIA

Bachelor's Degree in Information Technology | GPA: 3.27/4.00 (2017 – 2021)