

# DEGI CANDRA KAMARULLAH

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## OBJECTIVE

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IT professional with over 5 years of experience in business application management, technical support, data analysis, and web development. Skilled in troubleshooting, system migration, and cross-department collaboration to ensure optimal application performance and data security. Solution-oriented, detail-focused, and equipped with strong communication skills to support organizational digital transformation.

## EXPERIENCE

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### Information Technology Application Staff

PT. Bundamedik, Tbk

Jun 2025 - Presents

- Maintain, monitor, and troubleshoot existing business applications to ensure optimal performance.
- Assist in developing and implementing new applications or system upgrades.
- Collaborate with users and departments to identify needs and translate them into technical requirements.
- Provide technical support and training to end-users regarding application usage.
- Conduct routine system checks and data validation,
- Coordinate with vendors or external developers for system maintenance and issue resolution.
- Document application processes, configurations, and issue resolutions.
- Coordinate system migration projects from legacy systems to new applications, including data transfer, configuration, and validation.
- Create and execute User Acceptance Tests (UAT) to ensure application quality and functionality meet business requirements.
- Ensure data integrity, security, and compliance with company policies.

### Information Technology Support Staff

PT. Bundamedik, Tbk

Feb 2020 - Presents

- Delivered end-to-end hardware and software troubleshooting via a structured ticketing system, ensuring timely resolution and minimal downtime.
- Conducted preventive maintenance on IT infrastructure and prepared comprehensive maintenance reports.
- Installed and configured IP Phone/VoIP systems using Issabel, improving internal and external communication efficiency.
- Developed annual IT asset budgets (Capex & Opex) aligned with organizational strategic goals.
- Designed and managed network infrastructure using MikroTik, ensuring secure and stable connectivity.
- Developed annual IT asset budgets (Capex & Opex) aligned with organizational strategic goals.
- Designed and managed network infrastructure using MikroTik, ensuring secure and stable connectivity.
- Provided Level 1 & 2 support for SIRS (ERP System) and coordinated with vendors for complex issue resolution.
- Performed routine server and network device maintenance to maintain high system availability.
- Installed and configured operating systems and essential software for desktops and laptops.

- Administered Kaspersky antivirus servers to ensure endpoint security.
- Coordinated with third-party vendors for application integration and bridging processes.
- Managed Microsoft 365 email accounts and services for organizational use.
- Created marketing and internal materials using Adobe Photoshop and produced video content via Adobe Premiere.
- Directed and operated live streaming setups using OBS Studio for events and company broadcasts.
- Designed intuitive UI mockups using Figma for internal web and mobile applications.
- Developed internal web applications using HTML, CSS, JavaScript, and MySQL tailored to business needs.

### **Data Analyst**

PT. Bundamedik, Tbk

Apr 2022 – Apr 2023

- Extracted and transformed data from the ERP system to support operational and strategic decision-making.
- Conducted data analysis to identify trends, discrepancies, and actionable insights relevant to business needs.
- Performed advanced data grouping, filtering, and formulation using Microsoft Excel functions and tools.
- Developed and automated pivot tables and reports to present data in a structured, decision-friendly format for stakeholders.

### **Graphic Designer & Photographer**

Freelance

Mar 2019 – Mar 2020

- Designed professional logos for small businesses, enhancing brand identity and visual appeal.
- Captured and edited product photography using Adobe Photoshop to create high-quality marketing visuals.
- Created vector illustrations and caricatures tailored to client specifications.
- Designed engaging and creative book covers for various genres.
- Edited client-requested videos to meet branding and promotional requirements.

### **IT Support (Intern)**

PT. Kereta Api Indonesia (Persero)

Aug 2018 – Sep 2018

- Troubleshoot hardware and software issues to ensure smooth system operations.
- Performed preventive maintenance on hardware and network devices to maintain optimal performance.
- Assembled PCs and laptops, installed operating systems, and configured essential software.
- Installed and configured network infrastructure using MikroTik, ensuring secure connectivity.
- Installed and configured CCTV systems for security monitoring.

## **EDUCATION**

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### **Informatics**

Universitas Nasional | Jakarta

Aug 2015 – Mar 2019

GPA : 3.58 (Cumlaude)

### **Teknik Komputer dan Jaringan**

SMK BPS&K II | Jakarta

Jun 2011 – Mei 2014

## LICENSE & CERTIFICATION

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### Microsoft Technology Associate: Software Development Fundamentals (MTA)

Microsoft

Sep 2018

Credential ID : ww7TC- 2uVr

## PROJECT

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### Analysis of Patient Increase with Delay Speech During COVID-19 Pandemic

Conducted data analysis and research to identify patterns and contributing factors for speech delay cases during the pandemic.

### Online Doctor Appointment Website

Designed and developed a responsive web page for online doctor appointments to improve patient accessibility.

### Hospital Information System Migration

Support migration of hospital information system from Magic to Teramedik, ensuring data integrity and system continuity.

### Thesis: Car Purchase Website with Calculation Method

Built a dynamic website for car purchasing using HTML, CSS, PHP, MySQL, JavaScript, and Ajax, implementing custom calculation logic with AHP Method.

### Business Transformation Project

Supported digital transformation initiatives to streamline business processes and enhance operational efficiency.