

Desmon Natanael Hutagalung  
Jl.Kusuma Utara VI B Blok 30 No.7  
Kelurahan Duren Jaya Bekasi 17111  
HP : 08197264551  
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## Personal Data

Nama	:	Desmon Natanael Hutagalung
Tanggal Lahir	:	23 Desember 1981
Tempat Lahir	:	Jakarta
Kelamin	:	Laki-laki
Agama	:	Kristen Protestan
Status	:	Menikah
Alamat	:	Jl. Kusuma Utara VI B No.7 Blok 30 Kel. Duren Jaya, Bekasi 17111
HP	:	08197264551

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## Last Education

### ➤ Formal

2002 - 2005 : Universitas Gunadarma Teknik Komputer, Depok

### ➤ Non Formal

08 Juni - 12 Juni 2015	:	Course Installing and Configuring Windows Server 2012
06 Juli – 10 Juli 2015	:	Training SharePoint 2013 & Sharepoint 2013 End User
21 March – 23 March 2016	:	ITIL Foundation (ITIL-F) Exam Preparation
November 13 – 15 2017	:	Financial Microsoft Dynamic AX
November 16 – 17 2017	:	Management Reporter Microsoft Dynamics AX
February 19 – 23, 2018	:	PC Hardware and Network Technical Support
8 – 12 April 2019	:	Training K2 Workflow Development
11 – 13 February 2019	:	Training Project Management Professional

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## Knowledge, Skills, and Abilities:

- Knowledge of core banking systems preferably Temenos T24;
- Windows OS's knowledge, especially Windows Server 2012
- Advanced computer skills in MS Office Applications;

- Planning and organizing skills;
- Ability to travel locally to attend IT events and participate in various trainings as required;
- Ability to manage multiple tasks and work under pressure;
- Good interpersonal, teamwork skills;
- Loyalty towards the mission of the organization.
- Understand SLA model, demonstrate how is service level organize in the SLA, and show us the sample SLA model
- Help desk support specialists provide technical and troubleshooting assistance related to computer hardware and software, mobile devices and other tech tools and products.
- Help desk technicians provide prompt responses to questions from employees. troubleshoot, diagnose and resolve problems related to operating systems, hardware and software.
- Understand IT Service concept, preferable ITIL knowledge
- Have good technical abilities (Web Development) : HTML, CSS, Javascript, SQL Database Server, MySQL, Postgresql, Restful API
- Basic/General IT knowledge, especially for IT Application related
- K2 Development

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## Work Experience

- PT. Graha Prima (blitzmegaplex), IT Technical Support  
(July 2013 - October 2014)
  - Create a system of reporting: weekly report / monthly report.
  - Responsibility to maintain IT Incident Report
  - To communicate with user and IT specialist team
  - Follow up to IT specialist team about the progress and update to user for the status.
  - To handle escalation process (horizontal/vertical escalation) - To perform the request fulfillment.
  - Produce Regular IT Report
- PT. Indonesia Infrastructure Finance  
(Oktober 2014 at present)
  - Perform day to day operations and processes to support smooth business operation under CBS-Fulfill tasks related to Closing of Business day (COB under CBS), provide backup procedure and reporting
  - Support and monitor users activity under Core Banking System Temenos T24
  - Support House applications on operational level, including backups procedures
  - Assist to CBS users on operational level, consult users on Temenos system
  - Ability to analyse website data and provide recommendations for improvements based on communications objectives
  - Detailed understanding of banking products and processes across areas such as Customer, Limit, Loans and Deposits
  - Experience in Temenos T24 Projects from a Technical perspective -

- Have good analytical thinking, development and implementation skills
- Excellent interpersonal skills and able to work with all level of personnel individually and within teams
- Development Leave Management with K2
- Development Loan Origination Investment Module with K2
- Automation Closing of Day in T24 with Powershell
- Automation reminder email to user