**Deti Nadya** **Rahma**

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detinadya@gmail.com

**PERSONAL SUMMARY**

A confident and reliable IT Support with extensive practical experience in working with computers and resolving any support issues raised to the service desk. I have experience working on the front line helping clients and colleagues resolve complex technical IT issues. Possesses a proven ability to administer and control computer-based information systems, has an eye for detail, and can multitask under pressure. An excellent communicator and has the flexibility of being a team member and on my own.

**EXPERIENCE**

**IT Support Officer** Juni 2022 - Now

Ernaldi Bahar Psychiatric Hospital of South Sumatera Province, Palembang

* Operated and conducted Hospital Information System (HIS).
* Analyze and develop updated HIS with the latest regulation from the Health Ministry of Indonesia.
* Ensure the strong quality of the system in accordance with the needs of the users.
* Testing the updated application (manual testing).
* IT helpdesk and support users’ requirements.

**IT Recruiter (Freelance)** Feb 2022 - Mei 2022

Nexroar Sdn. Bhd, Kuala Lumpur

* Arranged 10+ interviews daily.
* Managed the full recruiting process from sourcing, interviewing, and coordinating hiring process.
* Managed recruiting databases and other HR assets in structured and timely manners.
* Reporting to Sr. IT recruiter and HRD.
* Scouting potential candidates from Linkedin, Monster, other social media.
* Approached the candidate and explaining the job descriptions.

**IT Support and Administrator** Oct 2019 - Aug 2021

Siti Fatimah General Hospital of South Sumatera Province , Palembang

* Trained as a Hospital Information System admin and periodically analyzed the development.
* Provide technical support to 10+ Departments in the company.
* Provide day-to-day support to ensure the smooth running of the computer, network devices, printers, and end users’ requirements.
* Supporting user and network administrator over the telephone and by desktop remote.
* Assisting with the training of staff and compiling procedural documentation.
* Handling administration tasks in IT Department and making annual report documentation.
* Setting a virtual meeting via Zoom, Google Meet, Cisco Webex, and Ms. Teams.
* Responsible as an IT recruiter for an internship in the hospital.

**IT Support** Feb 2018 - Jul 2019

Airan Raya Hospital of South Lampung, Lampung Selatan

* Manage IT infrastructure, system monitoring, and reports.
* Monitoring and maintenance of CCTV in the building.
* Implement and monitor IT security and antivirus.
* Other duties include performing first-level troubleshooting.
* Assistance with the training of new staff about Hospital Information System.
* Deploying new hardware, server backups, and evaluating new software.
* Configuring and managing backup and restore procedures.

**EDUCATION**

**Bachelor's Degree Informatics Engineering (IT)** Aug 2010 - Jul 2015

*Sriwijaya University, Palembang*

**SKILLS**

**Intermediate in:** Creative and Innovative, Communication, Problem Solving, Time Management, Team Leader, Troubleshoot, Web Design, UI/UX Design

**Basic in:** Data Science, Software Testing, Quality Assurance

**LICENSES & CERTIFICATIONS**

**Quality Assurance**  2022

*Sanbercode* - 33404/288/SNBR/BOOTCAMP/VIII/2022

**Laravel Web Development** 2021

*Sanbercode* - *19107/71/BDG/P-SNBR/CODE/2021*

**Machine Learning -Data Science** 2021

*JakartaLabs* - *001/JL-ML-W5/VII/2021*

**UI/UX Design** 2021

*Sanbercode* - *17031/65/BDG/P-SNBR/CODE/2021*

**VOLUNTEER**

**Exchange Participant** Dec 2012 - Feb 2013

*AIESEC UNSRI INDONESIA - AIESEC NCKU TAIWAN*