HESTI SETYORINI

IT Helpdesk & Administration

Denpasar, 08 Februari 1991 | Moeslim | Married

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📍 Cijantung - Jakarta Timur.

EDUCATION

S1 – TEKNIK INFORMATIKA

UNIVERSITAS BUDI LUHUR

Thesis: Sistem Pakar Mengidentifikasi
Jenis Tumbuhan Palem Berbasis Android Mobile
GPA 3.56 / 4.00

WORK EXPERIENCE

PT. Lativi Mediakarya

IT Helpdesk & Administration | 2019 - Present

- Maintaining diaries and arranging appointments.
- Operational expenditure budget planning (OPEX)
- Capital Expenditure budget planning (CAPEX)
- Managing Purchase Request IT Asset.
- Negotiate IT Needs to procurement department based on Purchase Request.
- Prioritize daily administrative tasks to ensure that project are completed on time.
- Manage Ticketing Onepride in Playstore and Appstore
- Monitoring IT inventory (Document Assets, Mapping Asset, Checking available assets)
- Conducting or preparing any reports, taking notes and writing minutes during meeting.
- Filling and Managing documentation IT Department
- Managing petty cash accountability.

PT. Smartfren Telecom

System Access Management | 2017 – 2019

- Manages System Access Request from internal user employee
- Login User Management (create, modify, delete, duplicate, enable/disable etc.)
- Monitoring all user access by routinely comparing user access list collected from each system/element
- Ensure that users can access the system such as BTS Manager, VPN Acsess, Citrix, Zmart ZTE, Netnuman, Ceragon, Polyview, Eguard, TACAC, UNMS, NetAct, Junospace, DNS INFOBLOX, mgcf, immgw, uspp, Mitel IPSM, MSIS, CMS etc.
- Collecting user log files as per incident reported and conducting analysis on user activities
- Generating reports on users activity on system access
- Set Security Event Rule

PT. Sumber Alfaria Trijaya

Content Quality Control | 2015 – 2016

- Memeriksa kualitas content/artikel/deskripsi produk yang dibuat oleh Content Writer
- Memeriksa kualitas gambar dari Digital Imaging dan Photographer untuk keperluan produk image pada website.
- Memeriksa data produk Marketplace (Approved/Rejected).
- Mass Upload by Rapid Flow Magento System (Mass Import Product, Export Product, Mass Update, Mass Delete, Manage Category)
- Manage Attributes Set, Attribute Code, Atribute Value, for configurable product.

PT. Infomedia Nusantara

IT Operations | 2014 - 2015

- Network status monitoring, alarm surveillance, alarm handling, problem management and error data handling, performance recording and reporting.
- Tier 1, SPOC (Single Point Of Contact)
- Service desk for customer complaints related to infrastructure telecommunication, receive the request for customer and issue internal work order to relative dept.
- Event management (include trouble ticket management with BMC Remedy)
- Infrastructure telecommunication level Identification (Critical, High, Medium, Low), Trouble ticket management summary identification (early diagnosis, categorizing, urgency and priority and identifying the impact)
- Escalation for problem resolution, Restore service back to "Normal" and minimize the impact of incidents on business activities as soon as possible, with the Service Level Agreement (SLA)
- SLA Report generation: generate the daily or weekly report on the outage and performance of infrastructure telecommunication
- Reporting with SQL Server, Navicat to SPV, coordinator, Operational Manager and GM IT.

PT. Nestle Indonesia

E-budget Region Controller | 2013 - 2014

- Filling PROCOM document (modern and traditional procom).
- Input budget for 40 distributors to e-budget).
- Monitoring e-budget
- Control for Budget Promotion claim (Reminder distributors that late claim and collect distributors over claims by phone)
- Business Partner for Distributors (Coaching, Problem Solver)
- Spent Trade Analysis, Dashboard
- Reminder daily COAR.
- Reminder weekly Overdue
- Reminder monthly Stock count.
- Provide feedback to key account for payment billing plan distributors.
- Provide user id
- Manage e-budget to user distributor (add user, delete user, change name, change group, area, change password, reset password etc.)
- Problem solving budget with SQL Server
- Reporting to manager, distributor, keyaccount.

UNIVERSITAS BUDI LUHUR

DAFTAR PRESTASI AKADEMIK
No. 1312138645 / T

Nama : Hesti Setyorini
Tempat, Tanggal Lahir : Denpasar, 06 Februari 1991
Nomor Pokok : 0911504199
Program Pendidikan : Strata 1
Fakultas : Teknologi Informasi
Program Studi : Teknik Informatika (Berakreditasi)
Diterima pada : 01 September 2009
Tanggal Kelulusan : 16 Juli 2013

No.	Mata Kuliah	Prestasi Kredit	Prestasi Nilai
1.	Algoritma dan Struktur Data 1 *	3	B
2.	Algoritma dan Struktur Data 2 *	3	A
3.	Arsitektur Komputer	3	A
4.	Bahasa Indonesia	2	A
5.	Bahasa Inggris	2	A
6.	Bahasa Jepang	2	A
7.	Cisco Fundamental 1	3	B
8.	Cyberpreneurship	3	A
9.	Data dan Teknologi Multimedia	3	A
10.	Desain Grafis	3	A
11.	Etika Profesi	2	A
12.	Fotografi	2	B
13.	Interaksi Manusia dan Komputer	2	A
14.	Interpersonal Skill	2	A
15.	Jaringan Komputer *	3	A
16.	Kalkulus 1	3	C
17.	Kalkulus 2	3	A
18.	Keamanan Komputer	3	A
19.	Kecerdasan Tiruan	3	B
20.	Komputer Grafik	3	A
21.	Komputer dan Masyarakat	2	C
22.	Komunikasi Data *	3	A
23.	Logika Matematika	3	B
24.	Manajemen Proyek Perangkat Lunak *	3	A
25.	Matematika Diskrit	3	A
26.	Matrik dan Transformasi Linier	3	A
27.	Metoda Numerik	2	A

No.	Mata Kuliah	Prestasi Kredit	Prestasi Nilai
28.	Metodologi Riset	2	A
29.	Mobile Programming	3	A
30.	Oracle : Introduction SQL dan PL/SQL	3	A
31.	Oracle Form/Report Developer	3	B
32.	Organisasi Komputer *	2	A
33.	Otomasi Perkantoran	3	A
34.	Pemodelan Sistem	3	A
35.	Pemrograman Berorientasi Obyek *	3	B
36.	Pemrograman Berorientasi Obyek Lanjutan	3	A
37.	Pemrograman Visual	3	B
38.	Pemrograman WEB *	3	B
39.	Pendidikan Agama Islam	2	A
40.	Pendidikan Pancasila	2	A
41.	Pengantar Sistem Basis Data	2	B
42.	Pengantar Teknologi Informasi	3	A
43.	Perancangan Basis Data *	3	A
44.	Rekayasa Perangkat Lunak *	3	A
45.	Rekayasa Web	3	B
46.	Sistem Digital	3	A
47.	Sistem Operasi *	3	B
48.	Sistem Pakar	2	B
49.	Statistik Probabilitas	2	B
50.	Teori Bahasa dan Otomata *	3	C
51.	Wawasan Budi Luhur	2	B
52.	Kuliah Kerja Praktek	2	B
53.	Tugas Akhir	6	B

A : 4 (Sangat Baik)   B : 3 (Baik)   C : 2 (Cukup)
D : 1 (Kurang)   E : 0 (Gagal)
* : Mata Kuliah Ujian Negara/Kendali Mutu

Jumlah Kredit Kumulatif   :   144

Indeks Prestasi Kumulatif   :   3.56

Tugas Akhir :
SISTEM PAKAR UNTUK MENGIDENTIFIKASI JENIS TUMBUHAN PALEM(ARECACEAE) BERBASIS ANDROID MOBILE

Rektor

(Prof. Ir. Suryo Hapsoro Tri Utomo, Ph.D)

Jakarta, 19 September 2013
BAAK Dekan

(Goenawan Brotosaputro, S.Kom, M.Sc)