



# DIKA

+62 857 1089 7867 • [dikaajiputra16@gmail.com](mailto:dikaajiputra16@gmail.com) • <https://www.linkedin.com/in/dika-d-739713306/>  
South Tangerang, Banten, Indonesia

Experienced IT Support Engineer with a strong background in customer service and office systems. Passionate about the IT industry and committed to continuous skill development to deliver meaningful contributions to the organization.

## EDUCATION

**Politeknik Keuangan Negara STAN**

**Manado, North Sulawesi**

*Diploma of Taxation* GPA: 3.35 / 4.00

**2016**

- President of the Student Senate 2015/2016

## WORK EXPERIENCE

**KPP Pratama Kuningan**

**Kuningan, West Java**

*IT Support Engineer*

**2016 - 2017**

- Delivered comprehensive IT support services, including troubleshooting hardware, software, and system operations.
- Managed and maintained network systems, performing regular system maintenance to ensure optimal performance.

**KPP Pratama Jayapura**

**Jayapura, Papua**

*IT Support Engineer*

**2017 - 2018**

- Monitored network performance, diagnosed system issues, and resolved daily incidents with a 95% success rate.

**KANWIL DJP Papua Maluku**

**Jayapura, Papua**

*IT Support Engineer*

**2018 - 2021**

- Supervised a team of 3 IT Support Technicians, overseeing day-to-day technical support operations.
- Installed, serviced, and upgraded over 100 Windows-based computers and related peripherals.
- Provided technical assistance to more than 100 employees, addressing and resolving hardware and software issues efficiently.
- Assisted the network team in monitoring and maintaining 4 network servers, ensuring continuous system availability.

*Data Analyst*

- Extracted, processed, and analyzed large datasets using DBeaver to identify potential taxpayers in Papua, West Papua, and Maluku Provinces.
- Conducted in-depth income and asset analysis of taxpayers for research and reporting purposes.
- Generated actionable reports on taxpayers failing to fulfill obligations, providing data to KPP for follow-up.
- Analyzed historical tax data (last 3 years) for the development of Tax Risk Management strategies for 2018 and 2019.
- Responded to data requests from KPP by extracting and delivering accurate taxpayer information.

**Dinas Perindustrian dan Tenaga Kerja Kabupaten Purworejo**

**Purworejo, Central Java**

*IT Helpdesk*

**2022 – 2024**

- Responded promptly to network outages and implemented effective resolutions to minimize downtime.
- Developed and maintained IT infrastructure, including security protocols to protect data integrity.
- Upgraded existing network architecture to accommodate new applications and technologies.

**PT. Trans Bagus Digitalindo**

**South Tangerang, Banten**

*AV Programmer & Engineer*

**2024 – 2025**

- Installed and configured audio-visual equipment in meeting rooms, including Lightware devices.
- Developed automated system programs for meeting rooms using Crestron SIMPL Windows.
- Designed intuitive graphical user interfaces (GUIs) for automation systems using Crestron VT Pro-e.
- Created detailed cable routing schematics with Microsoft Visio to support installation processes.
- Designed professional meeting room layouts using AutoCAD and produced 3D models with SketchUp.

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## SKILL

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### Hard Skills

IT Support & Troubleshooting. Network System Management. Network Performance Monitoring. Server Monitoring & Maintenance. Hardware & Software Installation. Data Analysis (using DBeaver & SQL-based tools). Tax Data Risk Management. Audio-Visual Equipment Installation. Crestron SIMPL Windows Programming. GUI Design (Crestron VT Pro-e). Cable Routing Design (Microsoft Visio). 2D & 3D Room Layout Design (AutoCAD, SketchUp). IT Infrastructure Development. Security Protocol Implementation.

### Soft Skills

Problem Solving & Analytical Thinking. Team Leadership & Supervision. Strong Communication & Interpersonal Skills. Attention to Detail. Time Management & Prioritization. Adaptability & Continuous Learning. Customer Service Orientation. Process Improvement Mindset.

### Technical Tools

DBeaver. Crestron SIMPL Windows. Crestron VT Pro-e. Microsoft Visio. AutoCAD. SketchUp. Windows OS & Office Systems.