



EDWIN SYAHPUTRA

IT | HELPDESK | SUPPORT | INFRASTRUCTURE | ASSETS MANAGER

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More than 4 years of experience in IT Helpdesk | Support, and Infrastructure. I am an expert in handling various technical issues, hardware, and software, and I am experienced in TCP/IP network configuration management and cloud-based servers (VPS). With web development skills (HTML, CSS, JavaScript, PHP, MySQL, Bootstrap), I can support various technology needs with effective and efficient solutions.

WORK EXPERIENCES

PT. Nusantara Compnet Integrator – Bogor & Jakarta April 2024 – Present

IT Helpdesk Engineer – On Site at AEONMALL INDONESIA (Sentul City & Tanjung Barat).

- Offer technical assistance to users experiencing software and hardware issues, whether in person, via phone, email, or remote support.
- Identify and resolve technical problems users encounter, including network connectivity, printer issues, and application errors, or escalate as needed.
- Track and manage user support requests through a ticketing system, ensuring all issues are addressed by the Service Level Agreement (SLA).
- Perform hardware installations (PCs, laptops, printers, CCTV etc.) and configure software, including office applications, operating systems, and security updates.
- Monitor and maintain network systems, servers, and connected devices, ensuring optimal performance and functionality.
- Work closely with infrastructure and support teams to resolve complex issues involving networks and servers.
- Manage and track laptop inventory, update asset list, device type, location, status, and assigned users across Aeon Mall Indonesia branches.

PT. Dynagear Pandu Pratama – Tangerang City August 2021 - April 2024

IT Specialist Support (Head IT) / Web Developer

- Build a company website <https://dynagear.co.id>.
- Build IT infrastructure and collaborate with IT vendors.
- Perform network configuration, TCP/IP, data sharing, printer sharing, etc.
- Manage Cloud Hosting Server (VPS) with Cpanel.
- Handle PC, Notebook/Laptop, Printer, Wi-Fi, CCTV, and Attendance Machine (Solution) configurations.
- Troubleshoot and install software, hardware, and OS (Windows, Linux, and IOS).
- Configure and handle SAP (Accurate Desktop) software.
- Support all IT-related work both at the head office and branch offices.

PT. Quantum Tera Network - Jakarta July 2020 - July 2021

IT Network Operation Center

- Maintenance, installation, and monitoring of customer network traffic.
- Supporting technical division for network installation.
- Supporting technical complaints from users.
- Managing IT and Internet Infrastructure (MikroTik), Hardware (Printer, PC, Laptop).
- Performing routine data backups and ensuring important data is stored safely.

SKILLS

PROGRAMMING SKILLS	HARD SKILLS	SOFT SKILLS
HTML, CSS, JavaScript, MySQL, Bootstrap, PHP	Software & Hardware Troubleshooting, Asset Management, Network Configuration	Good Communication, Integrity, Analytical, Adaptability, Time Management.

TRAINING & CERTIFICATION

- **PROGATE ID – SQL Course** 2021
Covers fundamental SQL for manipulating databases.
- **DIGITAL TALENT SCHOLARSHIP - HTML CSS & JavaScript** March - April 2021
Learning and embedding HTML CSS and JavaScript in a website-based program.
- **DIGITAL TALENT SCHOLARSHIP - Machine Learning** May 2021 - July 2021
Learn Machine Learning fundamentals for AI technology.

EDUCATION LEVEL

University of Bina Sarana Informatika – Jakarta
Information Systems, **GPA : 3.52/4.00**

Final Project Title: "Development of a Web-Based Goods and Services Procurement Information System".

PORTFOLIO

1. Resume Website: <https://edwinskyahputra.github.io/>



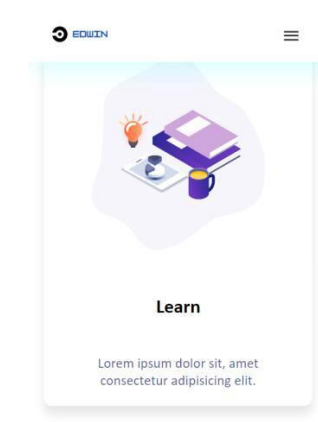
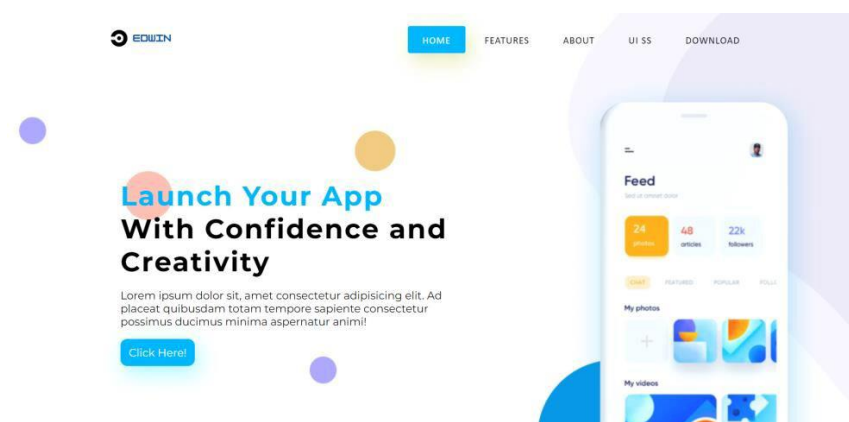
This website is built using HTML, CSS, and JavaScript. It is also responsive to use on Mobile, Tablet & Monitor. I also implemented the JavaScript DOM concept and used the API from email.js to make the contact form work.

2. Company Profile Website PT. Dynagear Pandu Pratama : <https://dynagear.co.id>



This website is created using HTML, CSS, JavaScript and the Bootstrap 5 framework. Don't forget, the display is also responsive for use on Mobile Phones, Tablets & Monitors.

3. Landing Pages (Just an unpublished portfolio).



This project is made using REACT JS. This project is just for fun in between business, I fill my time to learn how to use the REACT JS framework.