FAQIH NUSABHAKTI DERAJAT

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I hold a Bachelor's degree in Computer Systems with a specialization in Network and Telecommunications from Serang Raya University. My academic background has equipped me with a deep understanding of internet network installation, network maintenance, and network troubleshooting, complemented by a robust knowledge of computer systems.

EXPERIENCE

Staff Support & Deployment Software   Jul 2024 - Now
PT. Murni Solusindo Nusantara   Jakarta, Indonesia

- Preventive & Corrective Maintenance: Conducting periodic preventive maintenance to ensure IT infrastructure is running optimally, and taking quick corrective actions against any disruptions or problems that occur.
- Cross-Team Coordination: Working closely with Technical Admin and Helpdesk to identify and resolve technical issues in a timely manner.
- Monitoring and Reporting: Creating checklists and conducting regular monitoring of running application servers, including checking server logs to detect potential issues before they impact operations.
- Problem Analysis and Resolution: Analyzing complex issues, coordinating solutions with relevant teams, and reporting critical issues to superiors for further action.
- Product & Client Management: Responsible for managing products such as Kisan KD100, Smartqueue, Smartchequebook, and PID Panelo (Maveric). Handling major clients such as BNI, BRI, BCA, UOB, SBI, ANTARA, and other strategic clients, and ensuring every interaction meets customer expectations.
- Scheduled Maintenance: Ensure that Preventive and Corrective Maintenance schedules are in accordance with customer agreements, and provide appropriate and efficient technical solutions.
- Performance Testing: Conduct stress testing for Kisan KD100 and PID machines, especially for strategic clients such as ANTARA, to ensure optimal machine performance even under high workload conditions.

Led Technician Staff (IT Division)   Dec 2023 - Mar 2024
PT. Adhi Kartika Jaya (JJ PROMOTION)   Tangerang, Indonesia

- Replace and maintain Videotron LED
- Assemble and Maintain a computer, various hardware such as (VGA, RAM and Motherboard), Installing Windows, CCTV
- Diagnose of Computer Hardware and Software problems
- Daily activity reports
- Teamwork

IT Support Intern   Nov 2022 - Dec 2022
PT. Bima Bangun Sentosa   Cilegon, Indonesia

- Contributed to the design, implementation, and maintenance of network infrastructure, encompassing routers and switches.
- Conducted network troubleshooting to identify and resolve connectivity issues promptly.
- Proactively monitored network performance and addressed bottlenecks or inefficiencies.
- Collaborated effectively with team members to enhance network security and safeguard data integrity.

Machine Operator Intern   Feb 2018 - Mar 2018
PT. Indonesia Power Plant Suralaya   Cilegon, Indonesia

- Operated lathe machine to produce precision bolts and nuts, adhering to strict quality and tolerance standards.
- Demonstrated expertise in metalworking and consistently crafted high-quality components.
- Conducted routine maintenance on various machines to ensure optimal performance and reliability.

SKILLS

- Network Engineering: Proficiency in Mikrotik, routers, switch, access point and effective cable management. Strong understanding of IP addressing and experience with CCTV IP and analog.
- Network Administration: Basic Knowledge of Windows Server 2016, VMware, Mysql Database, Glassfish Server, Mysql Database Studio.
- Software: Proficient in Microsoft Office, including Word, Excel, and PowerPoint.
- Language: Intermediate proficiency in English.

EDUCATION

Bachelor of Computer Systems   Oct 2019 - Aug 2023
Serang Raya University   Serang, Indonesia

Industrial Mechanical Engineering   Mar 2016 - Apr 2019
SMK YPWKS CILEGON   Cilegon, Indonesia

ORGANIZATION EXPERIENCE

Ukm Akustik Unsera   Dec 2019 - Aug 2023
As a member   Serang, Indonesia
- Train leadership
- Perform and show talent in front of many people

CERTIFICATION

- Certified General Security Associate (CGSA-CCTV Hikvision)
- CCNAv7: Switching, Routing and Wireless Essentials (Cisco)
- DevNet Associate