



FAQIH NUSABHAKTI DERAJAT

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Portofolio & CV Online Website : <https://faqihnbd.github.io/>

I hold a Bachelor's degree in Computer Systems with a specialization in Network and Telecommunications from Serang Raya University. More than 1 year experience in IT. I have logical thinking in a practical approach to solving problems in a job. I will continue to want to learn and grow in IT, because I enjoy overcoming challenges and improving my performance.

EXPERIENCE

Staff Support & Deployment Software

Jul 2024 - Now

PT. Murni Solusindo Nusantara

Jakarta, Indonesia

- **Deployment Software:** implementing software or systems into a production environment that goes through several stages to develop a system successfully. Implementation of the latest application version and bug error checking,
- **Preventive & Corrective Maintenance:** Performing periodic preventive maintenance to ensure applications run optimally, and taking quick corrective action on disruptions or problems that occur.
- **Cross-Team Coordination:** Working closely with Quality Assurance and Helpdesk to identify and resolve technical issues in a timely manner.
- **Customer Support:** Handle customer complaints regarding the use of our system, then provide appropriate and fast handling when system problems occur.
- **Monitoring and Reporting:** Creating checklists and conducting periodic monitoring of running application servers, including checking server logs to detect potential problems before they impact operations.
- **Problem Analysis and Resolution:** Analyzing complex problems, coordinating solutions with related teams, and reporting critical issues to superiors for follow-up.
- **Product & Client Management:** Responsible for managing products such as Kisan KD100, Smartqueue, Smartchequebook (Maveric), Smartforex and PID Panelo. Handling large clients such as Bank BNI, Bank BRI, Bank BCA, Bank UOB, Bank SBI, Antara ANTARA, and other strategic clients, and ensuring that every interaction meets customer expectations.
- **Scheduled Maintenance:** Ensure 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 Antara PID machines, especially for strategic clients such as ANTARA News, 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

- Software : Knowledge of Windows Server 2016,VMware, Mysql Database, Glassfish Server,Apache Tomcat, Javascript, Html, Css, Microsoft Sql Server Studio 2019, Postman, Selenium, Playwright, K6, Cypress, Next.js, React.js, Node.js, Ubuntu OS, Docker, Github. Proficient in Microsoft Office, including Word, Excel, PowerPoint, Outlook and Spreadsheets.
- Personality: Good communication skills, adaptability, solve the problem, teamwork.
- 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