



FAUZI WIDYA HANANTA

Technical Support Engineer

Proactive and goal-oriented professional with exceptional time management and problem-solving abilities. Highly regarded for reliability and adaptability, with a strong aptitude for acquiring and utilizing new skills. Committed to leveraging these qualities to drive team success and contribute to organizational growth. Dedicated to consistently delivering high-quality results that surpass expectations.

Work History

2022-05 -
2024-12

Technical Support Engineer

Bytedance, Surabaya, Indonesia

- Ensure application run well
- Support users from all GoTo Logistics Warehouse
- Reporting if any trouble to 2nd level Engineer
- Datafix using MySQL , Kafka Payload , Hit endpoint (Postman)
- Communicate with Operation Team use ticketing system (ProofHub, JIRA, Base from Lark)
- Create metabase dashboard for monitoring. Ex : Monitoring sum of orders, qty inventory, status data inbound, etc
- Code changes for core application using Go Language
- Provide advice to Support team regarding WMS flow
- Create script and simple API using Go Lang to Select, Update, Insert, Delete data

2019-08 -
2022-05

Application Support

Ciputra Development Tbk, Jakarta, Indonesia

- Ensure application run well
- Support users from all Ciputra Group's Project
- Create new report use Stimulsoft
- Tuning query SQL (SQL Server)
- Edit code use Zend Framework
- Training users
- Create new stored procedure SQL Server
- Edit document for Marketing Team using Google Docs

Contact

Address

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Phone

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E-mail

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WWW

<https://fauzihananta.github.io>

Skills

SQL Query
(MySQL,SQLServer,Oracle,PostgreSQL)
Go Language
Git
PHP
Metabase
BigQuery
Technical support
Problem-solving
Root-cause analysis
Root-cause analysis
JIRA systems
Backup and recovery

Websites, Portfolios, Profiles

- <https://linkedin.com/in/fauziwidyahananta>
- <https://github.com/fauzihananta>

- Edit Invoice design using PHP
- Migrate data from MySQL to SQL Server

2018-07 -
2019-08

IT Support Supervisor

Matahari Department Store Tbk, Jakarta, Indonesia

- Troubleshooting PC, printer , RF Gun, Network
- Query Database (SQL Server, Oracle)
- Manage IT Asset
- Create report using Jasper Report
- Migrate report from Desktop Application to Web Application
- Create local application for monitoring in and out goods from GA Team using PHP
- Migrate query from SQL Server to Oracle

2014-11 -
2018-07

IT Support

Wahana Kalyanamitra Mahardhika, Jakarta, Indonesia

- Troubleshooting Computer, Printer dan LAN
- Configure IP from LAN
- Prepare customer data for Data Verification team with MySQL
- Create sales report using Ms.Office Excel and MySQL
- Configure new Computer (New Installation)
- Configure local server using Linux
- Backup and Restore database (MySQL)
- MySQL Administrator : Add, Edit, Delete User. Tuning performance

Education

2014-11

Bachelor of Information Technology: Information System

Universitas Gunadarma - Depok, Indonesia

Languages

Indonesian: Native language

Indonesian



Proficient (C2)

English



Intermediate (B1)