



# ALFI IHSAN

IT Support

## PROFILE

Experienced in IT Support (Application) with over 4 years of experience in Odoo ERP System. also have good reputation when solving problem and doing escalation some concerns from different client with helpdesk ticketing.

I was familiar with some language Program (HTML, PHP, Java, Android, CSS, XML) and DB (Mysql & Postgres). along with several other applications such as (Microsoft Office, Photoshop, Corel Draw, Shortcut, Putty, Navicat, Xampp, Wampserver, etc..)

## CONTACT

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<https://github.com/hollowman69rxz>

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## EDUCATION

[AMIK Boekittinggi]  
[2011] - [2015]

Completed college education with the thesis title "Expert System Application in Handling Stroke with the Java Netbeans IDE Programming Language" / "Aplikasi Sistem Pakar dalam penanganan Penyakit Stroke dengan Bahasa pemograman Java Netbeans IDE" with a GPA of 2.73.

## WORK EXPERIENCE

[DIGIBIZ Solusi Indonesia] [IT SUPPORT]  
[2018]-[Currently]

- Receive client concerns, create helpdesk tickets, find root causes and resolve client concerns.
- Assisted customers in identifying issue and explained solutions to restore service and functionality.
- Collaborated with supervisor to escalate and address customer inquiries or technical issues.

## SKILLS

