ALFI IHSAN
IT SUPPORT

CONTACT ME

📞 +62822-8373-0594

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📍 Perum. Bukit Raya, Blok D6 No. 6
Batam Center-Batam

🎓 EDUCATION

AMIK BOEKITTINGGI
DIPLOMA DEGREE GRADUATE
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.

MAN BATU MANDI
GRADUATE
2008 - 2011

completed education majoring in science

👤 ABOUT ME

Experienced IT professional with over five years of expertise in application support and information technology. Possessing a strong background in problem-solving, technical troubleshooting, and excellent customer service. Skilled in managing user needs, diagnosing issues, and delivering effective solutions.

💼 JOB EXPERIENCE

IT SUPPORT APPLICATION   Mar 2018 - Oct 2023
PT. Digibiz Solusi Indonesia / Batam

- 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.
- Conduct user training and documentation to enhance understanding and adoption of systems.

CUSTOMER SUPPORT   Oct 2023 - Currently
PT Innoark Servis Internasional

- Ensure that new tickets from business users are responded to promptly upon receiving notification in the system.
- Diagnose issues through root cause analysis and deliver effective solutions promptly.
- Manage and maintain application systems to ensure optimal availability and performance.
- Create user manuals and documentation to enhance understanding and adoption of systems.
- Collaborate with the QA and Infrastructure teams to perform Sanity and Regression testing before and after maintenance.

📊 SKILLS

Technical Support	Troubleshooting
Documentation	Microsoft Office
HTML	JAVA
Javascript	PHP

🌐 LANGUAGE

● ENGLISH   ● INDONESIA

🏁 SOCIALS MEDIA

● GITHUB   HTTPS://GITHUB.COM/HOLLOWMAN69RXZ

● LINKED IN   WWW.LINKEDIN.COM/IN/ALFI-IHSAN-652085208