IMAMMUL ARIF

Technical Support & Operations | SQL & Data Handling

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PROFESSIONAL SUMMARY

Informatics graduate with over 1 year of experience as a Junior Technical Support, managing IT operations within a large-scale enterprise environment at PLN Icon Plus (PLN Group). Proficient in handling daily system operations, user ticketing, and SQL-based data validation, as well as developing simple automation to support the efficiency of internal services.

WORK EXPERIENCE

Junior Technical Support – PLN Icon Plus
Jakarta Selatan | Nov 2023 – Dec 2024

- Handled 400+ internal user tickets with SLA >95%, ensuring smooth service and internal team satisfaction.
- Executed complex SQL queries for data validation and maintenance of Oracle Database, ensuring data integrity and system stability.
- Developed Python scripts and Excel Macros that reduced manual workload by 20%, allowing the team to focus on high priority tasks.
- Validated data and migrated 100+ users to FRA-Online using SQL, ensuring secure role-based access and monitoring integrity.
- Collaborate proactively with IT and Operations teams to resolve complex system issues, resulting in process efficiencies and faster resolution times.

EDUCATION

Yogyakarta University of Technology   **Sep 2019 - Jul 2023**

Faculty of Science & Technology | Bachelor of Science - Informatics (S.Kom)

GPA : 3.14 / 4.0

PROFESSIONAL SKILLS

- **IT Operations:** IT Operations, ITSM, and Incident Handling.
- **Database:** SQL Querying (Oracle, PostgreSQL, MySQL) and Database Support.
- **Automation:** Python Scripting and Excel Macros.
- **Tools & Platforms:** Oracle DB, PostgreSQL, BigQuery, Linux CLI, and Git (Version Control).
- **Soft Skill:** Analytical Thinking & Problem Solving, Effective Communication, & Technical Documentation

CERTIFICATIONS

- **HackerRank :** SQL (Basic, Intermediate, Advanced) | 2025
- **Skillvul :** Python (Basic & Advanced), Data Structures with Python | 2025
- **Always Ngoding :** MySQL | 2025
- **Dicoding - Google Cloud :** BigQuery, Gemini, Data Warehouse | 2025
- **RevoU :** Mini Course - Software Engineering | 2025
- **Microsoft Office Specialist (MOS) :** Word 2019 | 2023
- **Dicoding :** Basic JavaScript | 2023

LANGUAGE

- **Indonesian :** Fluent
- **English :** Intermediate (Speaking, Writing, & Reading)