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HELLSEN KHORES YEHUDA

Place, Date of Birth	:	Bogor, 15 Oktober 1990
Gender	:	Male
Religion	:	Katholik
Maritial Status	:	Single
Nationality and Citizenship	:	Indonesia

PROFESSIONAL SUMMARY

As an experienced professional, I have the ability to work effectively both as part of a team and independently, consistently meeting work targets on time. Integrity, discipline, an optimistic attitude, and openness to new experiences are values I hold in high regard in every aspect of my work. These skills enable me to make significant contributions in a dynamic work environment..

COURSES & CERTIFICATION

- Awareness Training Based on ISO 9001:2015 (Quality Management system), Kama Konsultan
- Internal Audit Training Based on ISO 19011:2018 (Guidelines for auditing management system), Kama Konsultan
- Transforming Document Processing with ProSnap

EXPERTISE & COMPETENCE

- Technical Knowledge
- Manajemen data
- Hardware and Software Troubleshooting
- Teamwork
- Networking Maintenance and Troubleshooting
- Data Management and Analytics
- ERP System
- Maintenance Firewall Fortinet Fortigate
- Microsoft Office365
- MPS Infrastructure (Managed Print Services)

EDUCATION

Senior High School
Bogor, Mardi Waluya
(2006-2009)

Bachelor of information system
Depok, Gunadarma University
(2009-2013)
GPA 3.25

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IT Specialist
PT. IIDA Group Holdings
September 2024 - Maret 2025 (Contract Employee)

1. Firewall Fortinet Fortigate Maintenance
   - Regularly back up firewall configurations to prevent loss of settings in case of damage or system recovery.
   - Set up NAT (Network Address Translation) for efficient IP address management, especially in connecting internal networks to the internet.
   - Conduct security audits to ensure the FortiGate firewall complies with the organization's security policies and procedures.
2. Designing the development of the ERP system (Hasmicro) at the company.
   - Act as a bridge between business stakeholders and the technical team, including answering technical questions or explaining business processes.
   - Develop test cases and participate in system testing (UAT – User Acceptance Testing) to ensure that the developed modules align with the initial design
3. Hardware and Software repair and maintenance
   - Troubleshoot operating system issues (Windows, macOS, Linux) such as crashes, blue screens, or boot failures.
   - Ensure all antivirus software and security systems are active and up to date.
4. Managing the Microsoft 365 OneDrive Application
5. Internet Management Security
   - Implement web filtering and an Intrusion Prevention System (IPS) to prevent cyber threats from the internet.
   - Develop and communicate internet usage policies to employees or users.
6. Software and Application Management
   - Manage software licenses to ensure that all applications used within the company have valid licenses and comply with copyright regulations.
7. Website Maintenance
   - Update CMS (Content Management System) such as WordPress, Joomla, or Drupal to keep the website running with the latest and secure version.
8. Email Management Controling
   - Set up and configure email for employees or users in the organization, including creating email accounts and access settings.
   - Provide technical support to users experiencing issues with their email accounts (e.g., unable to log in, emails not sending, etc.).
9. Domain Management
   - Monitor domain status to ensure that the domain remains active and accessible smoothly
   - Configure DNS to point the domain to the correct server, whether for website hosting or email server.

IT Support System and Networking
PT. Industri Jamu dan Farmasi Sido Muncul, tbk
Maret 2014 - Juli 2024 (Permanent Employee)

1. Hardware Troubleshooting & Maintenance
   - Diagnose network connectivity issues if they are related to hardware (such as a faulty NIC or damaged LAN cable)
   - Detect and repair hardware failures such as RAM, hard disk, motherboard, printer, and network components.
2. Hewlett-Packard MPS (Managed Print Service)
   - Configure network and printer settings to connect with the company's system.
   - Provide usage reports and efficiency recommendations to the company.
3. Desktop / Laptop Hardware Repair and Maintenance
   - Diagnose and repair hardware issues (RAM, hard disk, motherboard, battery, screen, etc.).
4. Software Troubleshooting & Maintenance
   - Diagnose and fix technical issues in applications or operating systems (e.g., crashing applications, system boot failures, or other errors).
   - Perform updates and patching for software to maintain system security and stability
5. SAP (Systems, Applications, and Products in Data Processing
   - Provide technical support for SAP system users, assisting in resolving issues that arise during use.
6. Moka POS (Point of Sale)
   - Perform maintenance and updates for the Moka POS system, including hardware and software management to ensure smooth operations
7. Sales Report Monitoring Aplication (Moka POS)
   - Handle issues in collecting or printing sales reports, and provide solutions for any problems that arise
8. Networking Troubleshooting
   - Dentify the cause of connection disruptions.
   - Troubleshoot and repair issues with network devices such as routers, switches, access points, LAN cables, or faulty ports
9. Mikrotik Setup and Maintenance
   - Configuration of IP Address, DHCP Server, NAT, and DNS.
   - Set up PPPoE, VPN, VLAN, and static routing when necessary
   - Experience using Winbox, WebFig, or MikroTik CLI termina
10. Unifi / Aruba Setup and Maintenance
    - Configure SSID (Wi-Fi name), network security (WPA2/WPA3 encryption), and network settings to ensure a secure and stable connection.
    - Familiar with cloud management platforms (e.g., Unifi Controller or Aruba Central)

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