Johannes Pangrestu

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EDUCATION

Master of Business Administration, MBA | Dec. 2020
Pensacola Christian College | Pensacola, FL

B.S. in Engineering with a concentration in Computer Information Systems | May 2018
Pensacola Christian College | Pensacola, FL

EXPERIENCE

IT Technical Support Specialist II | December 2021 – Present
DHR Health – Edinburg, TX USA

- Assist in the delivery of services related to setup, image, installation, configuration, and troubleshooting of computer and laptop systems, printers, and network connectivity.
- Maintain a professional and courteous demeanor with frustrated users.
- Provide technical assistance for DHR hospitals and over 70 clinics in South Texas.
- Take ownership to provide consistent follow-through to resolve issues.

Web Developer | May 2021 – Dec. 2021
VitaHelix – Victoria, BC CANADA

- Create and develop mobile-friendly versions of websites, themes, and plugins.
- Improve existing websites and add new features.
- Measure and report the website with Google Analytics.
- Meet with the stakeholders to discuss project requirements and goals.

Full Stack Web Developer | June 2018 – Dec. 2020
Pensacola Christian College – Pensacola, FL USA

- Assist customer service agents with technical support to solve daily issues.
- Collaborate with the stakeholders to meet the business needs, improve current functionality, and implement new features to enhance user experiences.
- Cooperate with a team member to solve technical issues.
- Create or modify, maintain, troubleshoot, and update the internal administrative website.
- Design, develop, and support the Abeka Academy website for thousands of homeschool students between K4 and grade 12th globally.
- Improve the website's navigability and performance.
- Prepare data reports for the stakeholders.

SKILLS

- Programming Skills (ASP.NET, C#, Oracle SQL and PL/SQL, Bootstrap, JavaScript, jQuery, AJAX, HTML, CSS)
- Adobe applications proficiency (InDesign, Illustrator)
- Microsoft Office Suite proficiency (Word, Excel, PowerPoint, Outlook)