



# MAKSUM

## IT WORKPLACE MANAGEMENT MANAGER

### CONTACT

- +6281807328175
- maksum.zein99@gmail.com
- Sukatani, Depok - Jawa Barat
- <https://github.com/maksum-zein>

### SKILLS

- Project Management
- Leadership
- Teamwork
- Communication
- Time Management
- Technical and Analytical

### CERTIFICATES

**Enterprise Architecture Enablement**  
Andalan Nusantara Teknologi

**Microsoft 365 Endpoint Administrator Windows 11**  
Andalan Nusantara Teknologi

**Microsoft Excel Edvance**  
Andalan Nusantara Teknologi

### PROJECT

- Opening of 2,000 Sharia Mobile Marketing branches in 6 months
- Upgrade Operating System Endpoint Windows 8/10/11



### PROFILE

Hi, My name is Maksum, I currently work at PT Bank BTPN Syariah Tbk. My position is IT Workplace Management Manager. managing the office or workplace, hardware and software with strategies so that work programs can run effectively and efficiently according to dynamic situations.



### WORK EXPERIENCE

**Bank BTPN Syariah Tbk.** 2013 - PRESENT  
IT Workplace Management Manager

- Receive escalation from the Managed Service team regarding issues, constraints and policies that cannot be decided according to SLA.
- Monitor the operational process of IT services at the head office, branch offices according to user requests and SLA.
- Ensure solutions and handling of IT service operational incidents at the head office and branch offices according to the agreed SLA.
- Supervise and monitor the managed service team provided according to the assignment area.

#### IT Asset & Configuration Management

- Manage IT Asset inventory (hardware & software) and ensure the modification, withdrawal and addition processes are recorded correctly and in accordance with applicable regulations.
- Manage the IT Asset lifecycle (hardware & software) end to end (including IT asset mutation data and write-offs for lost and damaged IT assets).
- Create and maintain related procedure documents, processes and reports regarding IT Asset Management.

**PT. Toyota Astra Financial Services** 2016 - 2013  
IT Field Support

- Ensuring computer systems and networks are functioning properly, providing technical support to users, troubleshooting hardware and software problems.
- Receiving and handling complaints from customers regarding products or services.
- Opening branches or relocating offices.



### EDUCATION

**Universitas Budi Luhur** 2029 - 2031  
S1 Sistem Informasi  
GPA: 3.3 / 4.0

**Universitas Pembangunan Nasional "Veteran"** 2025 - 2029  
D3 Management Informatika  
GPA: 3.1 / 4.0