



Muhammad Felbi Ramdhani

Information Technology

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Karawang, Jawa Barat

Summary

IT Support Engineer with 4 years of experience, recently want transitioned to Fullstack Developer/ Technical Support/ IT Engineer. Proven ability to diagnose and resolve technical issues. Eager to leverage technical support background and new development skills to contribute effectively to dynamic development teams.

Education

Universitas Singaperbangsa Karawang | Teknik Informatika | 2013 - 2018

Areas of Expertice & Technical Skill

- Technical Support: Installer OS - Software, Troubleshooting, Backup.
- ITSM : ServiceNow, Jira
- Programming Languages: JavaScript, HTML
- Frameworks/Libraries: React, Node.js, Express.js
- Frameworks Front-End: CSS, Bootsrap, HTML
- Databases: MongoDB, MySQL
- Operating Systems: Windows, Mac OS, Linux
- Networking: Network configuration with Cisco/ Mikrotik

Training & Sertification

- FullStack Developer JavaScript Mern 2024 | PT. DIKA, juaracoding.com
- Cisco CCNA 200-301 | udemy.com
- Mikrotik Fundamental | udemy.com
- Communication Skill | PT. Infomedia Nusantara

Work Experience

2024 - Present | IT Corporate | PT. Mastersystem Infotama | Jakarta

- Installed, Hardening, Configured device Windows , Mac OS & on boarding device.
- Troubleshot computer hardware, software and network.
- Google Workspace service and migration.
- Jira ticketing and management working.
- Implemented new policies and procedures for end user computing.
- Meeting room preparation and audio visual.

2021 - 2022 | IT Engineer | PT. Infomedia Nusantara (Project PT. HM Sampoerna)

- Installed and configured Windows autopilot/ Standalone.
- Troubleshoot computer hardware, software and network.
- Microsoft 365 Service and migration.
- ServiceNow ticketing management system.
- Meeting room preparation and audio visual.
- Asset management IT.

2019 | IT Support | PT. Tozy Sentosa | Karawang

- Installed applications and monitoring computers to ensure the operations systems were running effectively and efficiently
- Resolved technical issues quickly and accurately to minimize downtime
- Diagnosed and fixed hardware, software and networking issues in a timely manner to reduce user impact.

2018 | IT Engineer | PT. Idaman Megah Indah | Karawang

- Installed, configured, and maintained software and network systems for end users.
- Ensured all IT systems and processes were compliant with industry standards and regulations.

Project

- Founder | Instagram : @catatan_info | 2017-2019
- Marketing Project | Instagram: @AbangFelix | 2017-2018
- Reinstall OS and Software PC and laptop Laboratorium Fasilkom | 2017
- Web Development Food Ordering | Authentic Cafe Cikampek | 2018
- Web Development | Tumbuh Bersama Project | 2024