

CURRICULUM VITAE

PERSONAL INFORMATION

Name : **Arief Wijaya Kusuma, S.T.**
Place, Date of Birth : Dumai, 20th April 1996
Gender : Male
Marital Status : Single
Nationality : Indonesian



EDUCATIONAL BACKGROUND

Bachelor Degree of Informatic Engineering (2021)

State Islamic University of Sultan Syarif Kasim Riau, Pekanbaru

GPA : 3.29/4.00

Final Project : “Service Complaints System at Customer Care Center (C3) PTIPD UIN Sultan Syarif Kasim Riau Using Case Based Reasoning Method”

SUMMARY

When I was in college, I was experienced in passing the selection in the COOP program of PT. Chevron Pacific Indonesia. I was placed in the IT Infrastructure Operations Department. Besides that, I also work and finish my final project for data retrieval on campus at the Information Technology Center and Database as Customer Service. I have also worked practically in government agencies in Badan Kepegawaian Daerah Provinsi Riau. In campus, I also take part in several events and committees that can improve my personality in teamwork, management and self-development. I am highly motivated to open up new experiences and knowledge and mobilize my abilities and potential to contribute to the growth and development of the company.

PROFESSIONAL EXPERIENCES

• **PT. Chevron Pacific Indonesia**

Operation Support - Cooperative Education Program Internship (COOP Program) at IT Infrastructure Operation (ITIO)

November 2019 – March 2020

- Responsible to learn ITIO department business processes, such as monitoring, asset management to ensure availability of reliability, compliance, system security and infrastructure: Telecommunications, Networking, Computing, and Databases.
- Responsible to monitoring network performance using PRTG Tools, maintain and troubleshoot all network devices in the company's work area, configure routers and switch, performing assets management, monitoring Air Quality Monitoring devices, opening tickets in case of problems in the work area, participate in data center management and preparing periodic reports.

• **UIN Sultan Syarif Kasim Riau**

Administrator at Customer Care Center Information Technology Center and Database

August 2018 – November 2019

- Receive and serve complaints and inquiries submitted by the academic community via directly, telephone, email or social media.
- Perform service recovery for complaints and provide explanations and solutions that occur and follow up on complaints to the relevant departments and ensure that they are resolved.
- Manage incoming mail and documents and make periodic reports.

Permanent Address : Jalan Cut Nyak Din, Purnama, Dumai Barat, Dumai
Current Address : Jalan Garuda Sakti, Simpang Baru, Bina Widya, Pekanbaru
E-mail : ariefwijayakusuma96@gmail.com
Phone : +6285265123496

CURRICULUM VITAE

- **Badan Kepegawaian Daerah Provinsi Riau**

Practical Work at Sub Division Employees Information

October 2016 – March 2017

- Analysis and Design employee official travel information systems
- Entering personnel data into the integrated civil service management information system

CERTIFICATION

- **Job Training Certification (22 Oktober 2018 – 05 November 2018)**

Held by Degenius IT Training Center

Field Training : Office Management Information System

- **Certificate Of Competence (20 November 2017)**

Held by Indonesian Professional Certification Authority

Field Competent : Network Administrator

ORGANIZATION AND COMMITTEE EXPERIENCES

- **Communications and Information Division of Himpunan Mahasiswa Teknik Informatika (2015)**

Coordinating and communicating related to policies and all work programs and activities related to the media, communication and information division

- **Committee for Seminar and Olympics of TIF Expo II (2014)**

Make a detailed and detailed schedule, compile a list of equipment and hold it, make the concept of a seminar event better, become a field coordinator for seminars and Olympics and manage technical matters in the field

- **Committee for Equipments of Student Service Camp Asomatif (2014)**

Responsible for providing the equipment needed for the event

SEMINAR/WORKSHOP

- Participant in National Seminar with theme “Penguatan Kompetensi Masyarakat TIK dalam Era Revolusi Industri 4.0” by Politeknik Caltex Riau and Asosiasi Perguruan Tinggi Informatika dan Ilmu Komputer on July 28, 2018
- Participant in event “Pertamina Berbagi Pengetahuan dengan Universitas dalam Rangka Ketahanan Energi Nasional” by Universitas Riau and Pertamina on September 25, 2017
- Participant in Workshop Analisis, Rancang Bangun Sistem Informasi dan Pelatihan Autocad by Research Community Fakultas Sains dan Teknologi UIN Suska Riau on December 18, 2015
- Participant in International Seminar with theme “Take a Chance, Make a Chance” by Global Oriented Students on October 15, 2015
- Participant in National Seminar with theme “Teknologi Cloud Computing + VOIP Technology for Education and Enterprise” by HIMATIF UIN Suska Riau on 2015

SKILLS AND OTHER INFORMATION

- **Computer** : Microsoft Office, Visio
- **Languages Proficiency** : Bahasa Indonesia (Native Language), English (Intermediate)
- **Interest** : Travelling, Badminton

PERSONALITY

- Honest, have a good personality and friendly
- Good Leadership
- Hard worker, team player
- Problem Solving
- Willing to learn
- Able to adapt, Attention to detail

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