# MUKHLIS ARYANTO

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Jl. Tegal Rotan Raya, No.44, RT.001/008, Sawah Baru, Ciputat, Tangerang Selatan, Banten, 15413

Experienced as Product Support, Application Technical Support, and IT Specialist with skills in data analysis, data visualization, as well as installation and troubleshooting of computer software and hardware. Proficient in using data tools such as SQL, Looker Data Studio, Metabase, Kibana Elastic Search, MySQL, and PostgreSQL. Highly interested in the fields of Data Analysis, Data Engineering, Cloud Computing, and Data Mining, and committed to continuous learning and development in these areas.

## Work Experiences

**PT. Sicepat Ekspres** - Jakarta Selatan, Indonesia                                                    Dec 2020 - Apr 2024
*Senior Staff IT Helpdesk Product Support*

- Utilized data tools such as Elastic Search, Kibana, SqlPad, and Metabase to extract delivery data, revenue, LPB, LPH from 10,000 customers.
- Used Google Data Studio for IT Helpdesk team KPI report dashboards with 8 metrics.
- Developed ETL processes to analyze chat data from 10 WhatsApp groups using the Python whatstk library, increasing efficiency by 80%.
- Created labeling tags from WhatsApp chat bubbles based on Sociomile conversations as training and testing data using the Python scikit-learn library, increasing efficiency by 80%.
- Managed data for 10,000 customers using Excel and Google Sheets.
- Participated in ISO 27001:2013 Audit with representatives from 7 cross-divisions, 2023.
- Created insert and update queries for data in PostgreSQL and SQL Server for 10,000 customers.
- Managed various data updates and inserts from 23 Postman endpoints.
- Used Sociomile to address issues from 1,917 branches with 73 problem category tags.
- Used Freshdesk for IT Support ticket escalation with 50 tickets.
- Created documentation with Confluence for the IT Helpdesk division of 14 people.
- Analyzed issues of 5 application systems used by 1,917 branches in Indonesia.
- Used Jira and Slack to create escalation tickets to 3 divisions.

**PT. Sicepat Ekspres** - Jakarta Pusat, Indonesia                                                    Jul 2019 - Dec 2020
*IT Field Support*

- Installed and troubleshooted computer software and hardware at 150 operational branches in South Jakarta and South Tangerang.
- Installed and troubleshooted CCTV, LAN, and internet networks at 150 operational branches in South Jakarta and South Tangerang.
- Performed hardening and maintenance of IT assets at 150 operational branches in South Jakarta and South Tangerang.
- Conducted software and hardware audits on computers at 150 branches that potentially disrupted operations.
- Ensured all IT device installations were completed and operational according to deadlines at each new branch.

**Huawei Technologies Co., Ltd.** - Jakarta Selatan, Indonesia                                        Sep 2021 - Jan 2022
*Internship*

- Graduated with Huawei Certified ICT Associate Artificial Intelligence (HCIA AI) certification with a pass score of 680 points.
- Studied Artificial Intelligence, Python programming language, and OpenCV library.
- Received a B grade in creating an Arm Robot as a final project in robotics.

**PT. IES Nusantara** - Jakarta Selatan, Indonesia                                                    Feb 2018 - Jul 2019
*Appliaction Support Analyst*

- Managed and ensured 100% operation of IES ERP software and IES Server.
- Upgraded and monitored ERP IES server with 3 team members.
- Automated 80% of report generation using macros.
- Installed ERP server for 3 oil and palm plantation companies.
- Created technical documentation for 3 team members.
- Troubleshooted and installed office hardware, software, and internet networks to ensure 100% operational smoothness.
- Conducted data center surveys with IT Manager for efficient client server placement up to 20%.

## Education Level

**Universitas Pamulang** - Tangerang Selatan, Indonesia                                                Mar 2019 - Mar 2023
*Bachelor Degree in Computer Science, 3.61/4.00*

- Independent Certified Internship Program (MSIB) by the Ministry of Education.
- Professional Competency Certification in Software Development by BNSP, 2023.

- TOEFL Prediction Test: Score 390.

**Publications**
- Pengembangan Kecerdasan Buatan Whatsapp Chatbot untuk Mahasiswa, Penerbit Program Studi Teknik Informatika Universitas Pamulang, Januari 2022.
- Perancangan Dashboard Visualisasi Data Key Performance Indicator (KPI) Menggunakan Looker Data Studio Studi Kasus PT. Sicepat Ekspres, Penerbit OKTAL Jurnal Ilmu Komputer dan Science, Januari 2024.

**Certifications**
- Huawei Certified ICT Associate Artificial Intelligence (HCIA AI), Huawei Technologies Co., Ltd., Nomor: 010102001397808819091511400, 2022
- Software Development, Badan Nasional Sertifikasi Profesi (BNSP), Nomor: 620102514400088362023, 2023
- TOEFL Prediction Test, Lembaga Bahasa Universitas Pamulang, Nomor: 0294/LBU/II/2022, 2022

## Skills, Achievements & Other Experience

- **Hard Skills**: SQL, Python, Cloud Computing, Data Mining, Project Management, Data Analytics, Microsoft Office, Agile Scrum Framework, Jupyter Notebook, PostgreSQL, MySQL, Github, SDLC.
- **Soft Skills**: Problem Solving, Critical Thinking, Computational Thinking, Teamwork, Time Management, Communication, Analytical, Fast learner, Passionate, Adaptive.
- **Software Skills**: Jira, Confluence, Microsoft Office, Omni Channel, Kibana, Elastic Search, SqlPad, Metabase, Google Data Studio, Power BI, Postman, Jetbrain Code Editor, Antivirus, Microsoft Teams.