

# Sara Prakasita Dewi

Support Engineer

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## EXPERIENCE

### Kinsta Inc., Remote — Support Engineer

JAN 2022 - NOV 2023

- Provide technical support to maintain the well-being of customers' websites in the scope of MySQL, PHP, WordPress, DNS, HTML, SSH, and NGINX web-hosting related.
- Achieved first-time reply 45s/2m and closing time 33m 8s/40m for weekly KPI.

### Hostinger International, Yogyakarta — IT Customer Success Specialist

JAN 2020 - DEC 2021

- Assisted clients to get a new service, proceeded with the payment, and maintained the well-being of the customer's website. Also, guided the client in the scope of MySQL, PHP, and standard CMS such as WordPress, DNS, HTML, SSH, and Apache web-hosting related.
- Awarded as Best Team Member CSA ID-EN Q1 2021.
- Achieved load per hour 8/8 and median handling time 26:00/30:00 for monthly KPI.

### Mote Bowls, Yogyakarta — Smoothie Maker

AUG 2019 - DEC 2019

- Made smoothie bowls and served it to the customers.
- Made sure that the shop's ambiance is convenient and clean.

### Office of International Affairs Universitas Gadjah Mada, Yogyakarta — Internship

FEB 2019 - APR 2019

- Supported any administration submission for local and international students to the Immigration office. Provided information regarding scholarships from partner Universities.
- Arranged cultural and educational events for UGM students.

## REFERENCE

Merineth Edullantes - Former Manager at Kinsta  
ineth.edullantes@gmail.com

## SKILLS

Basic Linux, WordPress, DNS  
HTML, CSS, Javascript, PHP  
MySQL, MariaDB  
NGINX and Apache

## LANGUAGES

English  
IELTS Overall band 7

Fluent Indonesian and  
Javanese

## CERTIFICATION

SheCodes Basics - Jul 2023  
(HTML, CSS, Javascript)

SheCodes Basics Addon - Jul 2023  
(Advanced HTML, CSS, Javascript)

SheCodes Plus - Sep 2023  
(HTML, CSS, Javascript, Bootstrap, API)

SheCodes Plus Addon - Sep 2023  
(Advanced HTML, CSS, Javascript, Bootstrap, API)

## EDUCATION

### Universitas Gadjah Mada, Yogyakarta — Vocational

August 2019

Vocational, English Language  
and Literature/Letters

3.74/4.00 GPA