# JOKO SLAMET WIDODO

**IT - Application Support**
**Carrefour (PT Trans Retail Indonesia)**

(+62) 85714444039   |   joko.slamw@gmail.com

## Experience

19 years of total experience

**Aug 2010 - Present**
(12 years 10 months)

### IT - Application Support
Carrefour (PT Trans Retail Indonesia) | Indonesia

| | |
|---|---|
| Industry | Retail / Merchandise |
| Specialization | IT/Computer - Network/System/Database Admin |
| Role | System Administrator |
| Position Level | Staff (non-management & non-supervisor) |

Level two support Finance (Oracle Peoplesoft 9.2), Procurement workflow (Sharepoint 2010) and HR (Pro - int), functional and technical of current running finance, Procurement and HR applications.
Building monitoring and troubleshooting guidance for faster and more accurate problem solving.
Handling highly sensitive issue and become gateway between service support team and application team.
Assisting the project management team in completing ongoing projects.
Prepare data for internal and external audits.
Liaise with external vendors for troubleshooting if needed either for service requests or change requests.

**Aug 2008 - Aug 2010**
(2 years 1 month)

### IT SERVICE DESK
Carrefour (PT Trans Retail Indonesia) | Indonesia

| | |
|---|---|
| Industry | Retail / Merchandise |
| Specialization | IT/Computer - Hardware |
| Role | Technician |
| Position Level | Staff (non-management & non-supervisor) |

1. Maintain employee data interface on HCM System
2. Maintain data interface on HCM Workflow
3. Organization & Development Support on HCM Application
4. Support   HCM Application
5. Maintain Finance reconciliation the data from all application
6. Maintain procurement data and processes through purchasing system
7. Maintain hardware and software
8. Maintain financial support data
9. Support financial data interface problems and daily processes

| Oct 2004 - Aug 2008 | **EDP** | |
|---|---|---|
| (3 years 11 months) | PT ALFA RETAILINDO Tbk \| Indonesia | |
| | Industry | Retail / Merchandise |
| | Specialization | IT/Computer - Network/System/Database Admin |
| | Role | Others |
| | Position Level | Staff (non-management & non-supervisor) |

1. Maintain hardware dan software
2. Provide weekly and monthly annual report to the store manager
3. Create a report tools for users
4. Processing daily sales data

| Mar 2004 - Aug 2004 | **Operator Komputer** | |
|---|---|---|
| (6 months) | PT BAT INTERNATIONAL \| Indonesia | |
| | Industry | Manufacturing / Production |
| | Specialization | Manufacturing/Production Operations |
| | Role | Precision Machinist |
| | Position Level | Staff (non-management & non-supervisor) |

1. Production input
2. Check items based on data
3. Check the identity of goods
4. Verify packaging quality

| Feb 2003 - Feb 2004 | **Assistant Laboran** | |
|---|---|---|
| (1 year 1 month) | IMKA SURAKARTA \| Indonesia | |
| | Industry | Science & Technology |
| | Specialization | Education |
| | Role | Others |
| | Position Level | Fresh Grad / Less than 1 year experience |

1. Assist lectures in lab practice
2. Help students in programming solving
3. Maintaining hardware and software

# Education

| 2017 | **Universitas Pamulang** | |
|---|---|---|
| | Bachelor's Degree in Engineering (Computer/Telecommunication) \| Indonesia | |
| | CGPA | 3.35 |

| 2004 | **IMKA SURAKARTA** |
|---|---|
| | Associate Degree in Engineering (Computer/Telecommunication) \| Indonesia |

# Skills

| Advanced | SQL Query, SQL Server, PHP And MySQL, HTML Programming |
|---|---|
| Intermediate | ORACLE Database, Hardware And Software Installation, Linux Operating System, Web Programming, ERP Oracle Peoplesoft, Java Netbeans |

## Languages

*Proficiency level: 0 - Poor, 10 - Excellent*

| Language | Spoken | Written |
|---|---|---|
| Bahasa Indonesia (Primary) | 10 | 10 |
| English | 6 | 7 |

## Additional Info

Preferred Work Location    DKI Jakarta, Jawa Barat

Other Information
Sertifikat :

1. Certificate of attendance from Oracle.
2. Writing queries using microsoft sql server 2008 transact sql.
3. Seminar nasional dan pameran open source in Universitas Pamulang.
4. Seminar intelligent system dan software engineering.
5. Seminar nasional open source.
6. Seminar implementasi perangkat lunak.
7. Certificate of english program - Basic.

## About Me

Gender    Male

Address    Jl. H Sulaeman Perumahan Griya Perigi Sawangan, Blok D2 / 15, Rt 06/08, Bedahan, Sawangan, Depok, Jawa Barat, Indonesia

Nationality    Indonesia