



Rama Rahman

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Bachelor of Information Systems with a strong interest and enthusiasm in the field of information technology. I have skills in programming, web development, and data processing. I also have experience designing databases, performing data analysis, and presenting the results clearly to stakeholders. I have good communication skills, strong teamwork abilities, and am ready to contribute to challenging projects.

EXPERIENCE

IT Support & Developer Intern

Sep 2022 – Feb 2023

PDAM – Padang Pariaman, West Sumatra

- Processed and responded to user support requests related to software, hardware, or network issues.
- Diagnosed and resolved technical problems such as network connection issues, hardware failures, or software errors.
- Involved in coding, testing, and working with the team in designing the “Customer Complaint Application.” This included identifying necessary features such as complaint forms and status tracking.
- Designed applications based on identified needs. This included designing an intuitive and responsive user interface for customers and an administrative interface for efficient complaint management by staff.
- Provided training to application users, both customers submitting complaints and internal staff managing them.
- Tested software to ensure quality, managed user accounts, access rights, and devices connected to the company network.

EDUCATION

Bachelor of Information Systems

2023

Putra Indonesia YPTK University, West Sumatra

- GPA: 3.01 / 4.00
- Relevant Courses: Database Design, Computer Networks, Programming Languages (C++, JavaScript, Python & VB.Net), Applied Artificial Intelligence, ERP, Information System Management, Information System Concepts, Special Topics (HTML, CSS), Algorithms & Data Structures I (MySQL).

COURSE & CERTIFICATION

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|---|------|
| • Data Analysis with Python - freeCodeCamp | 2024 |
| • Bootstrap HTML & CSS - MindLuster | 2024 |
| • IT Support - MindLuster | 2024 |
| • Cybersecurity: Microsoft Security, Compliance & Identity Fundamentals - Microsoft | 2024 |
| • JavaScript Programming - dicoding | 2024 |
| • CMS (Content Management System) - Webflow | 2024 |

ORGANIZATIONS

Information Systems Student Association

2019

Information Technology Division

- IT Infrastructure Maintenance: Ensuring the availability and optimal performance of the association’s IT infrastructure, including computer networks and other hardware.
- Responsible for managing the association’s social media and member database.

SKILLS

Hard Skills

- Troubleshooting: Ability to diagnose and resolve technical issues quickly and efficiently.
- Software: Ability to install, configure, and support software applications like Microsoft Office, email applications, and custom enterprise applications.
- Programming: Experience in programming languages such as C++, JavaScript, Python and VB.Net.
- Database: Designing, managing, and optimizing databases using MySQL.
- Web Development: Proficiency in web development using HTML, and CSS.

Soft Skills

- Interpersonal Skills: Ability to collaborate with various departments and build good working relationships.
- Adaptability: Ability to learn and adapt quickly to technological changes.
- Time Management: Efficiently managing time to complete tasks.
- Communication: Able to clearly convey ideas and information to team members and other stakeholders.