

## Nama & Kontak

### PROFESSIONAL SUMMARY

Software Developer and Technical IT Support with experience supporting and developing enterprise systems, including insurance management, POS, and accounting platforms. Proven ability to handle **high-volume operational requests (70–120+ per day)** while also contributing to backend development, database management, and system improvements. Strong communication skills, comfortable working remotely, and proficient in English for technical documentation and coordination. Focused on system reliability, data accuracy, and business continuity.

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### PROFESSIONAL EXPERIENCE

#### Software Developer & Technical IT Support

##### TICS – Tugu Insurance Information System

(Enterprise Insurance Management Super Application)

- Contributed as **developer and system support** in an enterprise-scale insurance management system
  - System consists of **6 integrated core applications**
  - Used by **14–20 branches nationwide**
  - Handled **70–120+ user requests per day** (incident, data request, operational support)
  - Provided **first and second-level support** for operational and management users
  - Developed and maintained **backend features and internal tools** to support operational needs
  - Performed **SQL querying and database analysis** for troubleshooting, validation, and reporting
  - Supported **database management**, data consistency checks, and reconciliation across modules
  - Assisted in **document templating** and system-generated report outputs
  - Conducted **data cleaning and normalization** for operational and reporting accuracy
  - Supported **system synchronization and integration** between applications
  - Collaborated with developers, QA, and business stakeholders to resolve system issues
  - Worked in a **remote, distributed environment** with structured communication
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#### Software Developer & IT Support

##### DEPATI DIGITAL MEDIA

- Developed and maintained **POS and Accounting-based systems** for multiple clients
- Acted as **IT Support & Maintenance** for live production systems
- Implemented backend logic and system enhancements using:

- PHP, Node.js, Python
  - Performed **application troubleshooting and bug fixing**
  - Managed **database operations**, including data correction and reporting
  - Supported **accounting workflows**, transaction validation, and financial reporting
  - Assisted clients with system usage, issue resolution, and operational guidance
  - Ensured **system stability, data accuracy, and uptime** for client systems
  - Communicated directly with non-technical users (finance, admin, business owners)
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## CORE SKILLS

### Software Development

- Backend Development (PHP, Node.js, Python)
- Internal Tools Development
- System Enhancement & Bug Fixing

### System Support & Operations

- Incident & Request Handling
- Enterprise System Support
- Monitoring & Troubleshooting
- System Reliability & Stability

### Database & Data

- SQL Querying
- Database Management
- Data Cleaning & Reconciliation
- Reporting & Data Presentation

### Communication

- User support (technical & non-technical)
  - Remote collaboration
  - Technical documentation
  - English (professional working proficiency)
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## TECHNICAL STACK

- **Languages:** PHP, JavaScript (Node.js), Python
  - **Databases:** MySQL, PostgreSQL
  - **Concepts:** System integration, synchronization, accounting workflows
  - **Environment:** Remote support, production systems
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## LANGUAGES

- Indonesian – Native
- English – Professional Working Proficiency

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## WORK STYLE & STRENGTHS

- Combination of **developer mindset + operational support**
- Experienced with **mission-critical systems**
- Calm and structured under high request volume
- Strong sense of ownership over system stability
- Able to bridge **business needs and technical solutions**