Ahmad Aminullah Alfiyanto, S.Kom., IT Support

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About

I am a male Indonesia citizen born on April 24, 2001, in Surakarta. I identify as Moslem and am of Asian ethnicity. I am single and have medical status K/2 with blood type AB. I stand at 164 cm tall and weigh 83 kg. I was leave in Indonesia, DKI Jakarta, Kota Administrasi Jakarta Selatan, Tebet, Tebet Utara in Pakuwon Tower since 20 May 1996. I have a document Passport.

Profile

Highly skilled Office Administrator with an impressive background specializing in administrative work and office support. Known for utilizing strong communication skills to communicate well with other staff members and employees. Bringing forth the ability to support and stimulate office stability

Employment History

1. IT SUPPORT, Google (California)

Jul 2020 - May 2022

- Developed a system for remote access and secure remote connections, allowing for remote working capabilities.
- Provided technical training and onboarding to new staff, resulting in a X% reduction in training time
- Set up and maintained secure networks, firewalls and antivirus systems, resulting in a X% decrease in security incidents.

2. Network Support, Amazon (Washington)

Aug 2022 - Apr 2023

- Developed a system for monitoring and managing network traffic, resulting in a X% increase in network performance
- Documented customer support processes and procedures, resulting in a X% reduction in customer support errors
- Provided training and product support to customers, resulting in a X% reduction in customer support inquiries

3. Technical Support Engineer , Alibaba (Hangzhou)

Jun 2023 - Jun 2024

- Provided technical support to customers over the phone and via email, resulting in a X% customer satisfaction rate
- Troubleshot technical issues and provided on-site technical support
- Provided technical support for end-users and resolved escalated technical issues

Education

Jun 2014 - May 2018 Stanford, California. **Bachelor of Science in Computer Science, Stanford University**

Graduated: May 2018 with final score 3.89 and get title Bachelor .Relevant Courses: Data Structures, Algorithms, Operating Systems, Database Systems, Artificial Intelligence. Capstone Project: Developed a machine learning

algorithm to predict housing prices using Python and scikit-learn . Activities: Member of the Computer Science Club, Volunteer at local coding bootcamp.

Aug 2018 - May 2020 Cambridge.

Master's of Science in Computer Science, MIT

Graduated: August 2020 with final score 3.76 and get title Master Dissertation: "Quantum Computing and Its Applications in Cryptography". Research Assistant: Conducted experiments on quantum entanglement and published findings in peer-reviewed journals. Teaching Assistant: Assisted in teaching undergraduate courses in Quantum Mechanics and Statistical Physics

Informal Edication

Nov 2019 - Feb 2020 Staditek (IT)

Bintaro, Tangerang Selatan

Graduated: Feb 2020 with final score 100, Programming Fundamentals: Understanding key programming concepts, including variables, data types, control structures, functions, and error handling. Web Development: Learning HTML, CSS, and JavaScript to build dynamic and responsive websites. Database Management: Introduction to SQL and NoSQL databases, data modeling, and database design.

Skills

- 1. Computer Troubleshooting (expert).
- 2. Computer Networking (experienced).
- 3. Microsoft Office (experienced).

Hobbies

Robotics: Building and programming robots using kits like LEGO Mindstorms or Arduino. Coding and Programming: Learning programming languages like Python, JavaScript, or Scratch. Creating small projects such as games or simple applications.

Reference

Name : Alpi Syahdan Phone : (+1) 75753294 Company : Lawencon Position : Software Developer

Relation: Team Lead

Language

1. English

a. Rating Listening: 8.9b. Rating Writing: 7.5c. Rating Speaking: 9.4d. Rating Reading: 8.6

e. Grade Listening: A-f. Grade Reading: Ag. Grade Writing: Ah. Grade Speaking: A+

Link

LinkedIn : <u>linked.in/aaminullahh</u>
Instagram : Instagram.com/aaminvllah

Emergency Contact

Name : John Smith Phone : (+1) 75753294

Company : Alibaba Adrress : Elm Street Springfield (1135)

Relation: Friend Email: john.smith@gmail.com

Family Relationship

Name : Leonardo Contact : (+1) 75753294

NIK : 567152762 Adrress : Elm Street Springfield (1135)

Relation: Brother Email: leonardo@gmail.com

Position: Web Developer Birth Date: 12 Aug 1996

Vehicle

Name : Car Owned : true

Merk : Honda Mobilio Note : -

Year : 2018