

Kevin Jonathan

Balikpapan, Indonesia | vinjonathan26@gmail.com | +62 85156892504 | [linkedin.com/in/kevinjonathan26](https://www.linkedin.com/in/kevinjonathan26)
github.com/vinj026

Summary

Highly motivated IT professional with proven Windows/Linux troubleshooting and hardware/software diagnostic skills. Seeking an entry-level IT Support role to apply strong problem-solving abilities and a proactive approach for efficient technical support.

Experience

Logistics & Operational Support, JO CHANGWON - PT ERA – Balikpapan, Indonesia May 2024 – Jul 2024

- Efficiently managed and organized diverse materials and goods, ensuring systematic inventory and streamlined workflows.
- Executed precise loading and unloading operations, consistently demonstrating attention to detail and adherence to safety protocols.
- Maintained systematic arrangement of equipment and provided essential support for various operational tasks, contributing to overall team productivity.
- Actively participated in warehouse maintenance, ensuring a clean, safe, and orderly working environment.

Program Participant / Project Lead (Dimensi.on), Kampus Merdeka - Magang dan Studi Independen Bersertifikat | Startup Campus – Jakarta, Indonesia Feb 2022 – Jul 2022

- Actively participated in foundational thinking frameworks, including Customer Discovery and Validation, fostering a user-centric approach to problem-solving.
- Spearheaded product development and strategy for the 'Dimensi.on' project, focusing on customer research, intuitive UI/UX design, and data-driven product improvement.
- Managed cross-functional collaboration to effectively align product strategies with overarching business goals.

IT Support Intern, PT Angkasa Pura 1 – Balikpapan, Indonesia Jul 2018 – Sept 2018

- Assisted in network infrastructure management, performing installation and troubleshooting to ensure connectivity and reliability.
- Supported critical airport operations by diagnosing and resolving issues with PDA Server and FIDS (Flight Information Display System) Clients, minimizing operational disruptions.
- Performed comprehensive PC installation, configuration, and troubleshooting, addressing various hardware and software problems for end-users.

Skills

Operating System: Windows (10 & 11), Linux

Hardware: PC Assembly, Component Troubleshooting, Peripherals, Printer Support, Mobile Device Support

Software: Microsoft Office, Driver Management, Antivirus Software, System Diagnostics Tools (Task Manager, Resource Monitor), Remote Desktop Tools (e.g., TeamViewer)

Networking (Basic): TCP/IP, DNS, LAN/WAN Concepts, Basic Network Troubleshooting

Programming: Javascript, Vue.js, Microcontrollers (Arduino, ESP32)

Certification & Courses

- **CCNA:** Introduction to Networks [Link](#)
- **CISCO:** Networking Basics [Link](#)

- **Google:** IT Support Google [Link](#)
- **Dicoding:** Belajar Dasar Pemrograman Web [Link](#)
- **Dicoding:** Belajar Membuat Front-End Web untuk Pemula [Link](#)
- **Dicoding:** Belajar Membuat Aplikasi Back-End untuk Pemula [Link](#)

Education

Universitas Dinamika, Computer Engineering
GPA: 3.27

Aug 2019 – Oct 2023