Suhendar Dede
Operation & Support Staff
Sinarmas Land

(+62) 85711114617 | shndr.de@gmail.com | Tangerang, Banten

Experience

13 years of total experience

Dec 2023 - Present	**Operation & Support Staff**

Sinarmas Land | DKI Jakarta, Indonesia

Industry	Real Estate & Property
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Staff (non-management & non-supervisor)

RESPONSIBILITIES:
Directly support end users and assist with IT department upgrades and directives.
Working with the asset team for deploying, releasing, withdrawing, installing, and borrowing hardware and software.
Resolve Service Desk Escalation.
Upgrades and installations of IT Equipment and software.
Monitoring network infrastructure.
Responsible for Thamrin and Site Project in Jakarta

REASON FOR LEAVING:
Seek for better career advancement opportunities and exposure.

Jan 2023 – Nov 2023 (11 Months)	**IT Store Support Executive**

Kanmo Group | DKI Jakarta, Indonesia

Industry	Retail / Merchandise
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Staff (non-management & non-supervisor)

RESPONSIBILITIES:
Maintain,support IT hardware and software solutions, including POS, Printer, CCTV, UPS, customer counting and attendance machine.
Provide on-site support to all store locations within the organization for installation new store or daily routine maintenance of store level equipment.
Provide day-to-day support to ensure the smooth running of the stores internet,and networking.
Troubleshoot and resolve any application issue.

EXPERIENCES GAINED:
Provide technical support from users for computers, laptops, printers, scanners and associated peripherals;
Provide technical support from users for POS application (RetailPro or Prism);
Support electrical peripherals such as UPS etc;

Support networking peripherals such as cable lan, print server, switch, router, wifi etc;
Support surveilence system such as cctv, nvr, dvr etc;
Handling project opening store, closing store and revamp store;
Handling project upgrade POS application version;

Dec 2013 - Aug 2022
(8 years 9 months)

IT Support Staff
PT Bank OCBC NISP Tbk | DKI Jakarta, Indonesia

Industry	Banking / Financial Services
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Staff (non-management & non-supervisor)

RESPONSIBILITIES:
Installing and configuring computer hardware, software, systems, networks, printers, scanners and more;
Investigating, diagnosing and solving computer software and hardware faults;
Repairing equipment and replacing parts;
Talking to clients and computer users to determine the nature of problems by phone, remote pc or onsite;

EXPERIENCES GAINED:
Provide technical support from users for computers, laptops, printers, scanners and associated peripherals;
Provide technical support from users for application banking system;
Support electrical peripherals such as UPS etc;
Support networking peripherals such as cable lan, print server, switch, router etc;
Support phone peripherals such as cable phone, PABX system, IPPhone AVAYA etc;
Support ATM Networking All Branches and Public Area
Support surveilence system such as cctv, nvr etc

Nov 2010 - Oct 2013
(3 years)

Technical Support
PT. Murni Solusindo Nusantara | DKI Jakarta, Indonesia

Industry	Consulting (IT, Science, Engineering & Technical)
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Staff (non-management & non-supervisor)

RESPONSIBILITIES:
Inspection and re-installation on any failure of the Software (the program corruption);
Installation and maintenance of database setup;
Inspection and repair of the constraints that may result in failure of integration (Troubleshooting);
Perform database backup and restore in case of need;
Examination of perform server application such as hard drive capacity HDD, Database etc;
Activity switches over to the DRC at the request of the Bank where the switch periodically;
Handling project as system implementor including user training/support, user manual and technical   documentation, Program checking/Testing and problem solving;

EXPERIENCES GAINED:
Experience in clearing processing business;
Experience in solving production problems of TPK SKNBI Application;
Experience in solving production problems of STPK and SMI Application Bank Danamon, Bank CIMB, Bank Syariah Mandiri, Bank HSBC, Bank BII, Bank Mayapada;
Handling project enhancement STPK Bank Danamon and HSBC;
Handling project enhancement SMI Bank Danamon Jakarta Bandung Surabaya Medan;

Handling project enhancement Smart Chequebook Bank UOB;
Handling project JETS (Jatim Elektronik Transfer Sistem) Bank Jatim;

Education

2010	**Bina Nusantara**
	Bachelor's Degree in Computer Science/Information Technology	Indonesia

Major	Information Technology
CGPA	3.01 / 4.0

Skills

Intermediate	CCNA Routing & Switching, Software Development Life Cycle, Software And Hardware Troubleshooting, Software And Hardware Installation, PHP and MySQL, Microsoft Visual Studio 2005, Microsoft Windows Server 2003/2008, Microsoft Windows XP/Vista/7, Microsoft SQL Server 2000/2005/2008, Software Testing

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
English	7	7

Additional Info

Preferred Work Location	Banten, DKI Jakarta

Other Information
Informal Education
2004-2005   LBPP LIA English Course
2010   Logical and Visual Programming with Microsoft Visual Basic .NET 2005
2010   Database Programming with Microsoft Visual Basic .NET 2005
2012-2013   CCNA Routing & Switching – Certificate verification code 417004167922JSXJ

About Me

Gender	Male
Age	35 years
Address	JL.Rajawali Blok A50 NO.16 RT/RW 01/07, Kunciran, 15144, Banten, Indonesia
Nationality	Indonesia