



# ANANTA ADJIDARMA

S U P P O R T   E N G I N E E R

## PROFILE

Development Support and Support Engineer L1 with 2 years of experience providing customer service, ability to Development Document, Management 24/7 Support service, Remote Support service. Handling IT concern from customer and to ensure their Business running smoothly

## CONTACT

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## SKILLS

- Help Desk
- Problem Solving
- Testing
- Customer Service
- Documentation
- Microsoft Office

## EDUCATION

### BACHELOR OF INFORMATION SYSTEM

Gunadarma University / GPA 3.34  
2016 - 2020

## EXPERIENCE

### SUPPORT ENGINEER L1

PT. Klik Digital Sinergi | Daerah Khusus Ibukota Jakarta  
2022 - 2023

- Monitoring system 24/7 and Testing by taking preventive reactive measures againsts all Samsung application service, dependency, components, connections, etc.
- Perform routine system condition checks in the form of periodic system health checks and system functions and system availability. (Samsung Apps)
- Create and provide weekly and monthly operational reports such as system performance, capacity, availability, service credit, problem ticket, incident, etc.

### BUSINESS IT SOLUTION (INTERNSHIP)

PT. Kilang Pertamina International | Daerah Khusus Ibukota Jakarta

2021 - 2022

- Performing of automated tests, evaluation of the results and application of changes to systems
- Contributing to the Development Document, Application enhancements and software development projects
- Monitor production issue queue on a rotation basis and work with business team to prioritize, analyze and manage them to closure
- Develop and manage business plans to achieve objectives