Ananta Adjidarma

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Summary

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

Experience

PT. Klik Digital Sinergi | Daerah Khusus Ibukota Jakarta, Jakarta
Support Engineer L1 | 08/2022 - 09/2023
Based on Samsung Project
- Monitoring system 24/7 and Testing by taking preventive reactive measures againts 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)
- File a problem with the Infrastructure team Samsung for related issues.
- Create and provide weekly and monthly operational reports such as system performance, capacity, availability, service credit, problem ticket, incident, etc.

PT. Kilang Pertamina International | Daerah Khusus Ibukota Jakarta, Jakarta
Business IT Solution - Internship | 07/2021 - 06/2022
- 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

Trade Expo Indonesia | BSD Serpong, Jawa Barat
Volunteer | 10/2019 - 10/2019
Registration

Milo Jakarta International 10K | Daerah Khusus Ibukota Jakarta, Jakarta
Production | 07/2019 - 07/2019
Production

Education

Gunadarma University | Depok, West Java
Information System | 09/2020
Bachelor's Degree in Information System / GPA 3.34

Skills

Software Testing, Documentation, Figma, Microsoft Office, Help Desk, Monitoring, Customer service, Aplication Testing