

# Daftar Riwayat Hidup

## Faris Muhammad Fakhri

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### ABOUT ME

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I have experience in IT Helpdesk and IT Support for 3 years in Jakarta. Currently studying at Pembangunan Jaya University majoring in technology and information. I like to work in an environment that deals directly with customers and is also responsible for IT infrastructure maintenance.

### EDUCATION

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**SMKN 1 Cimahi** Cimahi, Jawa Barat  
Software Engineering May 2015  
Relevant Coursework: Software Engineering; Operating Systems; Networking; Web Development

**Universitas Pembangunan Jaya** Bintaro, Tangerang  
Informatics Technology Jan 2019- now  
Relevant Coursework: Software Engineering; Artificial Intelligence; Cyber Security; Robotics

### PROFESSIONAL EXPERIENCE

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**MEANTS CLUB CLOTHING** Bandung, Indonesia  
IT Staff Jan 2023 – now

- Solving problems related to hardware, software, and network issues.
- Perform regular maintenance on hardware and software systems to ensure that they are up-to-date and functioning properly. Also responsible for installing and configuring new software and hardware systems.
- Provide excellent customer service to users. Demonstrating patience, empathy, and positive attitude even when dealing with difficult users.

**PT. Wahana Ciptasinatria** Jakarta, Indonesia  
Helpdesk Engineer Jun 2015 – Jun 2016

- Responding support requests from users via phone, email, or ticketing system.
- Solving problems related to hardware, software, and network issues.
- Escalating issues: If a problem cannot be resolved, helpdesk engineer will relay it to higher-level IT staff or external vendors.
- Documentation for every ticket.
- Perform regular maintenance on hardware and software systems to ensure that they are up-to-date and functioning properly. Also responsible for installing and configuring new software and hardware systems.
- Provide excellent customer service to users. Demonstrating patience, empathy, and positive attitude even when dealing with difficult users.

**PT. Wahana Ciptasinatria**  
IT Support Engineer

Jakarta, Indonesia  
Jul 2019 – Jul 2021

- Providing technical assistance to employees who have hardware, software, or network issues; troubleshooting problems, diagnose issues, and provide solutions to get employees back up and running.
  - Maintaining the company's hardware and software systems, including performing upgrades and patches to keep systems secure and up to date.
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- Ensuring that data is backed up regularly and that there is a disaster recovery plan established in case of a system failure. Documentation for every ticket.
- Monitor system performance to identify potential issues before it become problems. Analyzing system logs to detect and prevent security breaches.
- Maintaining the security of the company's data and IT systems. Implementing security policies and procedures, perform vulnerability assessments, and monitor the network for potential security threats

#### **SKILLS**

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- **Technical:** Basic HTML and CSS, IT Operation, Basic Microsoft Office, Cabling Setup, Operating System Basic TCP/IP, Graphic Design, Basic Networking
- **Languages:** Indonesia and English