MUKHLIS ARYANTO

083869756993 | aryantomukhlis@gmail.com | https://www.linkedin.com/in/mukhlis-aryanto/ | https://www.aryantoworks.tech/

Jl. Tegal Rotan Raya, No.44, RT.001/008, Sawah Baru, Ciputat, Tangerang Selatan, Banten, 15413

Experienced as Product Support, Application Technical Support, and IT Specialist with skills in data analysis, data visualization, as well as installation and troubleshooting of computer software and hardware. Proficient in using data tools such as SQL, Looker Data Studio, Metabase, Kibana Elastic Search, MySQL, and PostgreSQL.

Highly interested in the fields of Data Analysis, Data Engineering, Cloud Computing, and Data Mining, and committed to continuous learning and development in these areas.

Work Experiences

PT. Asuransi Jiwa IFG – Jakarta Selatan, Indonesia   **Aug 2024 – Present**

IT Operations Specialist

- Respond to user requests regarding IT information and provide technical assistance in resolving issues effectively and professionally.
- Ensure compliance with internal IT configuration standards as per established procedures.
- Collaborate with internal teams and third parties in the use and maintenance of IT applications.
- Manage tickets for incidents, problems, and IT service requests to maintain efficient resolution processes.
- Operate and develop Jira systems for service management and incident reporting.
- Administer user access and management via Azure Active Directory to support secure IT operations.
- Configure and maintain Azure Active Directory App Proxy for secure external application access.
- Provide incident management reports using Microsoft Power BI for comprehensive data analysis.
- Regularly monitor IT infrastructure to ensure optimal performance and minimize downtime.
- Be on standby 24/7 to provide user support related to critical IT incidents and issues.
- Coordinate with relevant teams to resolve application or system issues affecting IT production.
- Make prompt decisions regarding incident priorities to ensure timely issue resolution.
- Implement permanent solutions for recurring problems or incidents to prevent future occurrences.
- Ensure that ongoing incidents remain in line with established Service Level Agreements (SLA).
- Remain on standby 24/7 to handle incidents that may disrupt IT production processes.
- Responsible for IT production operations, including project management, service requests, issue resolution, and internal user access management.
- As a member of the ITSM and access management team, maintain relationships with users by providing technical support, consultation, solutions, and essential services.

PT. Sicepat Ekspres - Jakarta Selatan, Indonesia   **Dec 2020 - Apr 2024**

Senior Staff IT Helpdesk Product Support

- Utilized data tools such as Elastic Search, Kibana, SqlPad, and Metabase to extract delivery data, revenue, LPB, LPH from 10,000 customers.
- Used Google Data Studio for IT Helpdesk team KPI report dashboards with 8 metrics.
- Developed ETL processes to analyze chat data from 10 WhatsApp groups using the Python whatstk library, increasing efficiency by 80%.
- Created labeling tags from WhatsApp chat bubbles based on Sociomile conversations as training and testing data using the Python scikit-learn library, increasing efficiency by 80%.
- Managed data for 10,000 customers using Excel and Google Sheets.
- Participated in ISO 27001:2013 Audit with representatives from 7 cross-divisions, 2023.
- Created insert and update queries for data in PostgreSQL and SQL Server for 10,000 customers.
- Managed various data updates and inserts from 23 Postman endpoints.
- Used Sociomile to address issues from 1,917 branches with 73 problem category tags.
- Used Freshdesk for IT Support ticket escalation with 50 tickets.
- Created documentation with Confluence for the IT Helpdesk division of 14 people.
- Analyzed issues of 5 application systems used by 1,917 branches in Indonesia.
- Used Jira and Slack to create escalation tickets to 3 divisions.
- Provided exceptional customer service and technical support using sociomile to over 100 clients daily, resulting in a customer satisfaction rating of 95% or higher.
- Successfully implemented a new IT ticketing system, improving response time and streamlining the support process for the entire company.
- Trained and mentored new IT helpdesk team members, resulting in a 25% increase in their technical knowledge and efficiency.
- Consistently exceeded performance goals, such as resolving 90% of all IT support issues within a 24-hour timeframe.
- Collaborated with cross-functional teams to identify and troubleshoot root causes of recurring technical issues, leading to a decrease in overall support tickets by 20%.

PT. Sicepat Ekspres - Jakarta Pusat, Indonesia   Jul 2019 - Dec 2020
IT Field Support

- Installed and troubleshooted computer software and hardware at 150 operational branches in South Jakarta and South Tangerang.
- Installed and troubleshooted CCTV, LAN, and internet networks at 150 operational branches in South Jakarta and South Tangerang.
- Performed hardening and maintenance of IT assets at 150 operational branches in South Jakarta and South Tangerang.
- Conducted software and hardware audits on computers at 150 branches that potentially disrupted operations.
- Ensured all IT device installations were completed and operational according to deadlines at each new branch.
- Troubleshot hardware and software issues for over 100 clients, resulting in a 98% issue resolution rate.
- Successfully conducted on-site installations of new equipment and software for 5 major clients, ensuring minimal downtime and disruption to operations.
- Implemented a comprehensive IT training program for non-technical employees, resulting in a 50% decrease in technical support requests.
- Collaborated with cross-functional teams to develop and implement a new backup and disaster recovery plan, reducing system downtime by 75%.
- Streamlined the IT ticketing system, resulting in a 30% increase in efficiency and improved response time for technical support requests.

PT. IES Nusantara - Jakarta Selatan, Indonesia   Feb 2018 - Jul 2019
Appliaction Support Analyst

- Managed and ensured 100% operation of IES ERP software and IES Server.
- Upgraded and monitored ERP IES server with 3 team members.
- Automated 80% of report generation using macros.
- Installed ERP server for 3 oil and palm plantation companies.
- Created technical documentation for 3 team members.
- Troubleshooted and installed office hardware, software, and internet networks to ensure 100% operational smoothness.
- Conducted data center surveys with IT Manager for efficient client server placement up to 20%.
- Successfully resolved technical issues for various applications, resulting in a significant increase in overall system efficiency and user satisfaction.
- Implemented a new system for tracking and managing support tickets, leading to a decrease in average resolution time by 20%.
- Collaborated with development teams to troubleshoot and debug complex issues, resulting in a reduction of recurring problems by 30%.
- Developed and conducted training sessions for end-users to increase their understanding and proficiency with various applications, resulting in a decrease in support requests by 15%.
- Led the implementation of a disaster recovery plan for critical applications, ensuring minimal downtime and data loss in the event of a system failure.

Education Level

Universitas Pamulang - Tangerang Selatan, Indonesia   Mar 2019 - Mar 2023
Bachelor Degree in Computer Science, 3.61/4.00

- Independent Certified Internship Program (MSIB) by the Ministry of Education.
- Professional Competency Certification in Software Development by BNSP, 2023.
- TOEFL Prediction Test: Score 390.

Huawei Technologies Co., Ltd. - Jakarta Selatan, Indonesia   Sep 2021 - Jan 2022
Internship

- Graduated with Huawei Certified ICT Associate Artificial Intelligence (HCIA AI) certification with a pass score of 680 points.
- Studied Artificial Intelligence, Python programming language, and OpenCV library.
- Received a B grade in creating an Arm Robot as a final project in robotics.

Publications

- Pengembangan Kecerdasan Buatan Whatsapp Chatbot untuk Mahasiswa, Penerbit Program Studi Teknik Informatika Universitas Pamulang, Januari 2022.
- Perancangan Dashboard Visualisasi Data Key Performance Indicator (KPI) Menggunakan Looker Data Studio Studi Kasus PT. Sicepat Ekspres, Penerbit OKTAL Jurnal Ilmu Komputer dan Science, Januari 2024.

Certifications

- Alibaba Cloud Certified Associate Big Data, Alibaba Cloud, Cert ID: IACA03240600122705L, 2024.
- Huawei Certified ICT Associate Artificial Intelligence (HCIA AI), Huawei Technologies Co., Ltd., Nomor: 010102001397808819091511400, 2022.
- Software Development, Badan Nasional Sertifikasi Profesi (BNSP), Nomor: 620102514400088362023, 2023.
- TOEFL Prediction Test, Lembaga Bahasa Universitas Pamulang, Nomor: 0294/LBU/II/2022, 2022.

Skills, Achievements & Other Experience

- **Hard Skills:** SQL, Python, Cloud Computing, Data Mining, Project Management, Data Analytics, Agile Scrum Framework, Jupyter Notebook, PostgreSQL, MySQL, Github, SDLC, Hardware Troubleshooting, Software Troubleshooting.
- **Soft Skills:** Problem Solving, Critical Thinking, Computational Thinking, Teamwork, Time Management, Communication, Analytical, Fast learner, Passionate, Adaptive.
- **Software Skills:** Jira, Confluence, Microsoft Office, Omni Channel, Kibana, Elastic Search, SqlPad, Metabase, Google Data Studio, Power BI, Postman, Jetbrain Code Editor, Antivirus, Microsoft Teams, Datadog, Azure Active Directory, Microsoft Office 365, Microsoft Sharepoint, Company Portal.