

ENJELIKA DINDA RAHMAWATI

IT Support

6288290177894

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enjelikadindarahmawati@email.com

IT Support professional skilled in troubleshooting hardware and network issues, leveraging a strong foundation in IT administration to deliver prompt and effective technical solutions. Proficient in managing documentation for tenders and adept at installing operating systems, particularly in Windows environments. Developed and deployed cloud-based data management solutions while leading collaborative team projects to deliver seamless, scalable results. Currently pursuing a degree in Information Technology, demonstrating commitment to continuous learning and professional growth. Ready to leverage technical knowledge and problem-solving abilities in an IT internship role.

Work Experience

Administrative Staff

PT Netcom Solusi Persada | South Tangerang

Mar 2025 - Present

- Prepared and managed tender documents for LPSE, e-catalog, and proposals, ensuring timely and accurate submission.
- Coordinated communication between field technicians and the administrative team, facilitating the resolution of some service requests and streamlining workflow efficiency.
- Managed and reported inventory data
- Assisted with archiving and preparing work reports

Technician & IT Support / NOC

PT Netcom Solusi Persada

Nov 2024 - Mar 2025

- Maintained hardware (computers, printers, laptops, servers)
- Troubleshoot local and inter-branch networks
- Monitored network using Zabbix (BAKTI KOMINFO project)
- Installed OS (Windows 7, 10, 11) and supporting software
- Configured routers and network devices

Production Operator Intern

PT Torabika Eka Semesta | Tangerang

Mar 2024 - Dec 2024

- Operated packaging machines efficiently, ensuring precise and orderly product packaging.
- Troubleshoot and resolved technical issues with machinery, enhancing operational efficiency.
- Collaborated with production and shipping teams to reduce product loss during transit by 25%.
- Designed and implemented effective quality monitoring systems, decreasing packaging errors by 10%.
- Conducted compliance checks to uphold workplace safety and production standards.

Administrative Intern

BPJS KETENAGAKERJAAN | Tangerang

Jun 2022 - Aug 2022

- Validated and corrected labor data using MS Excel and Google Sheets.
- Conducted thorough data checks against Dukcapil records to ensure accuracy.
- Managed document duplication processes with photocopy machines.
- Delivered important documents and files to designated recipients.
- Assisted in administrative tasks to support smooth office operations.

Education

Pamulang University

Informatics Engineering | S1 in Informatics Engineering | South Tangerang

Sep 2023 - Present

SMK Yuppentek 2

Software Engineering | Software Engineering | Tangerang

Jul 2020 - May 2023

Skills

Hard Skills

Hardware and network troubleshooting, MySQL, Java, OS installation (Windows 7, 10, 11), Web Design, Tender document & LPSE administration, AWS, Docker, WordPress Deployment, SQL, Microsoft Excel, Data management, Cloud computing

Soft Skills

Physical endurance for extended shifts and travel, Manual handling and heavy lifting for goods and equipment, Translation and editing of manuscripts, Collaboration

Languages

- Indonesia | Native or Bilingual
- English | Fluent

SERTIFICATION

Ethical Hacking

Sololearn — Introduction to C++, HTML

DQLab — Data Science (R Fundamental, Python Fundamental. dsb)

Workshop Industri 5.0 & AI

Sertifikasi Uji Kompetensi SMK — Aplikasi Pembayaran SPP

OTHER EXPERIENCES

Freelance Editor & Translator (Comics/Novels)

Nov 2023 - Present

Freelance Web Design (Carrd)

Nov 2024 - Present

Truck Driver Assistant (Part-time)

Dec 2021 - Sep 2023

- Supported long-haul deliveries from junior high school through pre-university by monitoring cargo security, managing loading and unloading operations, organizing delivery documentation, and adapting to diverse routes and schedules, including inter-island trips.
- Duties included guarding goods during transport, assisting with loading/unloading, organizing delivery documents, and adapting to various routes and schedules, including inter-island trips such as to Bali.