

Reza Suhendi Nur

IT Support & Helpdesk Professional

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PROFESSIONAL SUMMARY

IT Support and Helpdesk professional with experience in troubleshooting, system maintenance, network support, server maintenance, backups, IT asset administration, and website management. Calm, friendly, and solution-oriented technology enthusiast with the ability to support daily business operations, maintain reliable connectivity, and collaborate with teams to resolve technical issues efficiently.

CORE SKILLS

- IT Support & Helpdesk Operations
- Network Support & Connectivity
- IT Asset Administration & Inventory Control
- PHP & MySQL Web Development Basics
- Content Writing
- English - Intermediate
- Hardware & Software Troubleshooting
- Server Maintenance, Backup & Monitoring
- Microsoft Office
- Company Website Administration
- Photography & Videography
- Team Collaboration & Problem Solving

PROFESSIONAL EXPERIENCE

Information Technology Support Specialist

Dec 2023 - Present

PT Cakrawala Inti Nusantara

- Provide IT support to sustain daily business operations and maintain optimal connectivity.
- Handle hardware failures, peripheral issues, software problems, and network infrastructure support.
- Perform server maintenance, backups, and system monitoring to support operational reliability.
- Manage IT asset administration, inventory documentation, and company website administration.
- Collaborate with internal teams to resolve technical issues and deliver efficient IT solutions.

Warehouse Administration System Staff

Feb 2022 - Aug 2023

PT Infomedia Solusi Humanika (ISH)

- Managed operational administration for Telkom Indonesia's SCMT system in the warehouse environment.
- Supported data accuracy, operational tracking, and daily system-related warehouse processes.

Warehouse Refurbished Center Staff

Jun 2021 - Feb 2022

PT Industri Telekomunikasi Indonesia (INTI)

- Managed operational administration for Telkom Indonesia's SCMT system in the warehouse environment.
- Supported warehouse refurbished center operations through structured system handling and documentation.

EDUCATION

Bachelor of Information Technology (S1)

2023

STMIK Dharma Negara Bandung

GPA: 3.32

CERTIFICATIONS

EF SET English Certificate 6/100 (C1 Advanced)

Issuer: EF SET

Date Taken: 08 Jan 2023

ADDITIONAL KEYWORDS

Technical Support, Helpdesk, IT Operations, Troubleshooting, Network Support, Hardware Support, Software Support, System Monitoring, Server Backup, IT Inventory, Asset Management, Web Administration, PHP, MySQL, Microsoft Office, Documentation, User Support.