

Reach Me on WhatsApp



Muhammad Afif Saputra

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Profile

A professional who has 2 years of experience in IT Support and skills in the IT Program field that I have been involved in since 2020 through Bootcamp and online/offline courses. Now open and looking for new opportunities for all types of positions related to the IT field, especially in the IT Program.

Experience

Wawa Games – Jakarta, Indonesia

IT Helpdesk & Monitoring (Feb 2025 – Current)

- Monitor machine performance and internet connection network
- Report issues related to decreased quality of application service to Support Level 2
- Supervise the machines and inventory contained therein
- Understand, respond and be responsible for requests for assistance from customers
- Record daily machine maintenance reports and daily incident recaps

Erahajj – Jakarta, Indonesia

IT Support & CSS Developer (Sept 2024 – Jan 2025)

- Develop a landing page website template for Umrah and Hajj travel using modern and responsive CSS
- Configure and register client website domains with Cloudflare to improve security and performance
- Adjust the design of the client's website landing page display according to the data and content provided

PT IT Service Centre – Jakarta, Indonesia

IT Support & Monitoring (Jul 2023 – Aug 2024)

- Monitor CCTV and ATM dashboard system performance and internet connection network
- Report issues related to decreased quality of CCTV and ATM dashboard system to Field Engineer
- Record daily CCTV and ATM dashboard system trouble reports and daily incident recaps
- Perform maintenance on hardware, software, and install operating systems required by the company

Education

Vocational School Muhammadiyah 7

Computer Network Engineering (2013 – 2016)

- Learn the basics of computer networks
- Understand computer network topology and TCP/IP address
- Learn computer network cables and perform UTP network cable

Non Education

BuildWithAngga – Jakarta, Indonesia

Laravel Full Stack Web (Apr 2025)

- Building a marketplace website with the Midtrans payment method, a payment gateway technology for online business people. Using Laravel 12, Bootstrap 4 and VueJS 2 tools

Programmer Zaman Now – Jakarta, Indonesia

Laravel Front-End Web (Agu 2024)

- Learn and create a simple Web Login & To Do List application with Laravel, implementing Dependency Injection, using service providers, using manual tests

Dicoding – Bandung, Indonesia

React Js Front-End, Bandung (Jun 2024)

- Learn and create a “Personal Notes Application” with React Js. Utilize state components to store note data. Use array map techniques to display a list of notes

BuildWithAngga – Jakarta, Indonesia

Full Stack Javascript Web, Jakarta (Jan 2023)

- Learn and build a travel website with Node Js Express, React Js and MongoDB

Skills

- Web Development : In-depth knowledge of web development, HTML, CSS, Javascript, PHP and related technologies, including React Js, Node Js, Laravel
- Technical Support : Experienced in providing efficient and effective technical support to users for a variety of hardware and software
- Innovation : Commitment to staying updated on industry trends and technologies to drive innovation and continuous improvement
- Problem Solver : Strong analytical and problem-solving skills to identify issues, assess risks, and implement effective solutions