Farid Ammar

IT Support & General Affairs

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PROFESSIONAL SUMMARY

IT support and operations professional with experience supporting users, troubleshooting hardware and software, deploying internal systems, and coordinating general affairs. Software Engineering Technology graduate who combines user-focused technical support with practical web development and workflow automation.

PROFESSIONAL EXPERIENCE

IT Support & General Affairs Jun 2026 - Present
PT Docotel Teknologi Informasi

- Support users with system and hardware issues, deploy internal tools, and train non-IT staff.
- Organize operational documentation and support day-to-day office operations.

Information Technology Intern Nov 2025 - May 2026
BPMP Kep. Bangka Belitung

- Supported internal technology needs, handled user issues, and helped maintain reliable systems and office workflows.

Information Technology Intern Feb 2025 - Jun 2025
PT Dok & Perkapalan Air Kantung

- Deployed internal tools, trained non-IT staff, and organized physical and digital documents.
- Turned operational needs into practical web solutions.

Software Testing Support Oct 2021 - Jan 2022
PT EBconnection Indonesia

- Monitored application flows, identified bugs, prepared daily reports, and supported application installation and updates.

SELECTED PROJECTS

YubiKey Passwordless Sign-In Account security
Configured a YubiKey for passwordless sign-in using a hardware security key as an alternative to entering an account password.

Office-wide Deco Mesh Network Deployment Networking
Installed and configured five Deco Mesh units to provide Wi-Fi coverage across five office floors.

Material & Service Monitoring Workflow automation
Automated purchasing reports, reducing report preparation time from 30 minutes to 5 minutes.

General Affair and E-Facility Systems Web development
Developed and supported web-based operational request, facility management, and approval workflows.

TECHNICAL SKILLS

IT Support: Hardware and software troubleshooting, user support, system deployment, end-user training, Microsoft 365, Windows, macOS

Networking: Wi-Fi deployment, mesh networking, on-site installation

Web and automation: HTML, CSS, JavaScript, PHP, Laravel, MySQL, Tailwind CSS, workflow automation, reporting

Operations: General affairs, document control, office coordination, approval workflows

EDUCATION

Bachelor of Applied Science, Software Engineering Technology 2021 - 2025
Politeknik Manufaktur Negeri Bangka Belitung