

MOHAMAD IMAM GOZALI

INFORMATION TECHNOLOGY

CONTACT

0857-1112-6711

imam@mig.my.id

Jawa Barat, Indonesia

https://profile.mig.my.id/

PERSONAL INFORMATION

Marial Status : Married
Birthday : 1991-02-12
Hobbies and Interests :

- Futsal
- Swimming
- Reading

EDUCATION

2020-10
Bachelor of Science:
Software Engineering
Universitas Indraprasta PGRI, Jakarta

2007-06
High School Diploma
SMA Bina Mandiri - Jakarta

Passionate about computer science, my goal is to excel as a computer scientist, particularly in computer network infrastructure. I possess a deep understanding of network systems and am driven to contribute my skills and knowledge to develop robust and efficient network architectures. Through dedication and continuous learning, I aim to make significant contributions in this ever-evolving field, leveraging my technical expertise to optimize network performance and enhance overall connectivity.

Work History

2023-01 - Current

IT Support Engineer and Application

PT Berca Engineering International - Jakarta, Indonesia

- Managed inventory of computer equipment, standardizing hardware configurations for ease of maintenance and scalability.
- Installed, configured, tested, and maintained operating systems, application software, and system management tools.
- Optimized system performance, conducting routine checks and addressing potential issues before escalation.
- Maintained detailed documentation of technical issues, resolutions, and knowledge base articles for future reference.
- Improved IT system performance by implementing proactive maintenance processes and timely upgrades.
- Increased user satisfaction through effective communication and timely resolution of support tickets.
- Provided remote support to offsite users, ensuring minimal disruption during business travel or remote work scenarios.
- Reduced downtime by quickly diagnosing and resolving hardware, software, and network issues.
- Delivered end-user training on new technologies, increasing adoption rates among employees.
- Assisted in the development of IT policies, procedures, and best practices to maintain a secure computing environment.
- Enhanced network security with regular vulnerability assessments and prompt patch installations.

SELF-COMPETENCE

- Able to work in a fast-paced environment.
- Good ability to communicate verbally and in writing with exceptional attention to detail.
- Very organized and creative.
- Very enthusiastic about starting work and contributing well to the team.

TECHNICAL SKILLS

- Installation of computer hardware and software (Linux, Windows, and MacOS)
- Microsoft Office Applications (Word, Excel, Office, PowerPoint, Outlook, Access)
- Microsoft Office Document Imaging and Scanning
- Acrobat Reader 8.0
- Server, Client Network Settings, and Virtual Machine
- Java
- PHP
- VB.Net programming languages
- Remote desktop support
- Network troubleshooting
- Help desk support
- IT asset management
- Software installation
- IT documentation
- Data backup and recovery
- Application support
- VPN configuration

- Collaborated with cross-functional teams to ensure seamless integration of new systems and technologies.
- Developed customized scripts to automate repetitive tasks, resulting in increased efficiency within the IT department.
- Used ticketing systems to manage and process support actions and requests.
- Managed high levels of call flow and responded to technical support needs.
- Installed, configured, and maintained computer systems and network connections.
- Configured hardware, devices, and software to set up workstations for employees.
- Installed and configured operating systems and applications.
- Monitored system performance to identify potential issues.
- Created user accounts and assigned permissions.
- Diagnosed and troubleshot hardware, software, and network issues.
- Configured and tested new software and hardware.
- Patched software and installed new versions to eliminate security problems and protect data.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Researched and identified solutions to technical problems.
- Offered assistance in implementing and developing training programs.
- Helped streamline repair processes and updated procedures for support action consistency.
- Developed and implemented preventive maintenance procedures.
- Tested new software and hardware prior to deployment.
- Generated reports to track performance and analyze trends.

2021-09 – 2023-01

Lecturer of Engineering

Politeknik Kent, Bogor

- Develop and disseminate knowledge.
- Carry out education, research, and community service.
- Planning, implementing the learning process, as well as assessing and evaluating learning outcomes.
- Improve and develop academic qualifications and competencies on an ongoing basis in line with the development of science, technology, and the arts.
- Act objectively and non-discriminatory based on considerations of gender, religion, ethnicity, race, certain physical conditions, or socio-economic background of educator participants in learning.
- Uphold the laws and regulations and codes of ethics, as well as religious and ethical values.
- Maintain and foster national unity and integrity.

- Wireless networking
- Email administration
- Network security
- Hardware diagnostics
- System administration
- Server management
- Service level agreements
- Virtualization technologies
- Incident management
- IT compliance
- Information security
- Configuration management
- Disaster recovery planning
- Desktop deployment
- Network architecture
- Storage area networks
- Mobile device management
- Scripting languages
- Web server management
- Windows server
- Linux administration
- Operating systems
- Active directory
- Network configuration
- Technical issues analysis

SKILLS AND CERTIFICATES

- Installation of computer hardware and software (Linux, Windows, and Mac) – Expert
- Microsoft Office Applications (Word, Excel, Office, PowerPoint, Outlook, Access) – Expert
- Microsoft Office Document Imaging and Scanning – Expert
- Acrobat Reader 8.0 – Simply Expert

- Make RPKPS for course coordinators.
- Make SAP and teaching materials.
- Cultivated critical thinking skills through challenging assignments that required analysis, synthesis, and evaluation of information from various sources.
- Developed strong relationships with colleagues, collaborating on curriculum development and sharing best practices in teaching strategies.

2019-03 – 2022-12

IT & Application Integration

Berca Hardayaperkasa, DKI Jakarta

- Ensure that each division's devices in the form of laptops and other devices work so as not to disturb the user in carrying out office activities.
- Make sales of every tool requested by the user.
- Make a report on the use of the device into the existing system in the company.
- Troubleshoot PABX.
- Make connections between the head office and branches outside the island using a tunneling system for administrative purposes or CCTV.
- Spearheaded security initiatives to protect organization's data and prevent unauthorized access to IT applications.
- Coordinated software testing efforts to ensure the seamless integration of new applications into existing systems.
- Regional supervision to ensure the device's functionality and efficiency.
- Create a virtual computer to run applications that no longer support the Windows operating system.
- Analyze devices that have been damaged and replace them.

2016-02 - 2019-03

IT Support

Senopati Skin Center, DKI Jakarta

- Designing networking activities with several IPs according to the floor they have
- Prepared Senopati Skin Center's annual internal events including audio visuals, documentation, and video documentary performances
- Create a logbook program for the ME Division and create an internal chat application for the Finance Division
- Create multimedia applications for viewing on the waiting room screen
- Stocking prescription supplies or documents needed by other divisions to serve clinical activities
- Make hard and soft paper for printing multiple documents
- Make a PowerPoint for the director's presentation to be used as scientific material
- Backing up and creating a data server to secure softcopy or stored files
- Collaborated with IT support to resolve technical issues quickly, minimizing downtime for the department
- Contributed to higher office efficiency by troubleshooting technical issues with equipment and liaising with IT support when necessary

- Server, Client Network Settings, and Virtual Machine or Other – Sufficient Knowledge
- Java, PHP, and VB.Net programming languages – Sufficient Knowledge
- Languages: Indonesian – Native English – Beginner (reading and writing)
- Accident First Aid Certification – 2007

2015-07 - 2015-12

Computer Network & Multimedia Engineering Teacher

SMK Indonesia Global, Depok

- Teaching class X to XII TKJ.
- Teaching class X to XI Multimedia.
- Become a homeroom teacher for class XI TKJ.
- Microteaching.
- Making lesson plans.
- Create Questions.
- Cultivated critical thinking skills through challenging assignments that required analysis.
- Developed strong relationships with colleagues, collaborating on curriculum development and sharing best practices in teaching strategies.
- Mentored students on various engineering projects, fostering creativity and problem-solving skills essential in their future careers.
- Fostered a positive classroom environment that supported open communication between students from diverse backgrounds with varying levels of experience in engineering disciplines.
- Enhanced student understanding of engineering principles by incorporating real-world examples and hands-on projects in lessons.
- Supported struggling learners by offering extra tutoring sessions or targeted intervention strategies tailored to individual needs.
- Evaluated student progress regularly through formative and summative assessments, ensuring continuous improvement in knowledge acquisition and application.
- Championed inclusivity within the classroom, incorporating diverse perspectives within course materials and fostering an equitable learning environment for all students.
- Coordinated with local companies and organizations to arrange field trips or internships for students, exposing them to real-world applications of their coursework.
- Managed laboratory sessions effectively by implementing safety protocols, maintaining equipment, and supervising hands-on experiments.
- Served as a faculty advisor for extracurricular activities such as robotics clubs or competitions, encouraging students' passion for engineering outside of the classroom setting.
- Provided feedback to school administration regarding improvements to facilities or resources needed for optimal teaching conditions.
- Incorporated project-based learning into lesson plans, enabling students to apply theoretical knowledge to practical situations while developing time management and organization skills.

2015-04 – 2015-05

IT Support (Intern)

PT. Angkasa Pura II, DKI Jakarta

- Ensure that all devices at the airport are running properly.
- Monitor CCTV if there is interference and immediately resolve the disturbance.
- Ensure any software used by the desktop or other peripheral devices is functioning correctly.
- Make daily reports of obstacles and how to overcome them.
- Cooperate with other divisions in solving problems.
- Managed inventory of computer equipment, standardizing hardware configurations for ease of maintenance and scalability.
- Installed, configured, tested, and maintained operating systems, application software, and system management tools.