

Erzam Bayu Laksono

IT Support | Network Technician | Game Promoter

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Professional Summary

An IT Support and Network Technician professional with 3+ years of experience in hardware troubleshooting, server maintenance, and network infrastructure management. Currently pursuing a Bachelor's degree in Information Systems at Universitas Terbuka. Proficient in Windows, Linux, and macOS operating systems, and possessing strong communication, problem-solving, and teamwork skills. Results-oriented and ready to make a maximum contribution.

Work Experience

Leader | PT Indofun Digital Technology – South Jakarta

October 2023 – Present

- Clearly introduced game products to customers.
- Demonstrated game features and benefits to increase interest.
- Collaborated with the marketing team for effective promotional strategies.
- Significantly increased game product visibility and sales.

Mobile Phone Technician | Apple UP – Duta Permai, Jakarta

March 2023 – June 2023

- Repaired mobile phone damages, especially Apple products, quickly and efficiently.
- Ensured customers received satisfactory and quality service.
- Served customers in the store friendly and professionally.
- Greeted potential customers to provide information and increase sales.

Telemarketing | JAGA DIRI (PT Central Asia Financial (CAF)) – Jakarta

February 2022 – March 2022

- Ensured accurate customer lists.
- Called customers to provide optimal service.
- Promoted and offered insurance products effectively.
- Managed timely payment of customer insurance premiums.

IT Technician | PT. IASA MULTI INTEGRATOR – Tangerang, Banten

March 2021 – November 2021

- Provided network consultation for companies.
- Ensured optimal performance of network devices.
- Provided excellent service to customers.
- Managed and maintained critical network infrastructure for corporate clients.
- Implemented and configured Cisco network equipment including routers, switches, and firewalls.
- Conducted regular network performance audits and security assessments.
- Resolved complex technical issues with minimal downtime.
- Collaborated with senior engineers on network design and optimization projects.
- Reduced network downtime by 30% through efficient troubleshooting.
- Managed over 50 network devices for corporate clients.

IT Support (Field Work Practice) | STTJ Jakarta (formerly) / Jatiwaringin, Bekasi

June 2019 – August 2019

- Assisted IT Support tasks to ensure smooth IT system operations.
- Monitored application development in the university environment to improve efficiency.
- Performed network maintenance in the university environment to maintain connection stability.
- Performed server maintenance to ensure optimal performance and data security.

Education

S1 Information Systems | Universitas Terbuka

2024 - Present

- Courses: Desktop-Based Programming, Business and Technical Communication, Software Engineering, System Analysis and Design, IT Infrastructure Fundamentals, Information Systems Risk Management and Audit, Server Administration.

Vocational High School Computer and Network Engineering | SMK Perguruan Rakyat 2 – Duren Sawit, East Jakarta

January 2018 – January 2020

- Runner-Up DKI Jakarta Network Engineering Competition.

Technical Skills

- **Networking:** Network installation, network troubleshooting, router, switch, firewall configuration, network maintenance.
- **Operating Systems:** Windows, Linux, macOS.
- **Servers:** Server maintenance, understanding Windows-based servers, server administration.
- **Hardware:** PC assembly, hardware troubleshooting, device maintenance.
- **Software:** OS installation, software setup, Office applications (Ms. Word, Excel, Power Point), computer logging software, database backup.

Non-Technical Skills

- Problem Solving
- Leadership
- Decision Making
- Effective Communication
- Customer Service
- Teamwork
- Self-Learning
- Working Under Pressure
- Promotion and Marketing Skills (Games)
- Data Analysis
- Time Management
- Rapid Adaptation

Training & Certifications

- HUAWEI TRAINING BTS at SMK 7 Jakarta
- School Training for Worker Certification Institute (LSP) Exam