



Agan Sulisfiana

IT Support | Technical Support Specialist

IT Support professional with over 5 years of experience in troubleshooting hardware, software, and network-related issues. Skilled in Windows administration, device maintenance, end-user support, and maintaining specialized IT systems to ensure smooth business operations. A proactive learner with strong problem-solving skills, committed to delivering reliable technical support and continuously expanding expertise in IT infrastructure and networking

Contact



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<https://agansulisfiana.github.io/>

Technical Skills

- IT Support
- Windows Administration
- Network Troubleshooting
- Hardware Maintenance
- Software Installation
- Printer Support

Specialized Systems

- Fargo HDP5600 Printer
- Digital Signage System
- Government Self-Service Kiosk (ADM)
- BCA CS Digital Kiosk
- e-KTP Reader

Core Competencies

- Device Deployment
- Vendor Coordination
- IT Infrastructure
- Preventive Maintenance
- Problem Solving
- Technical Documentation

Experience

November 2019 – Present

PT Reycom Integrated Solusi

IT Support

- Provided technical support for hardware, software, and network-related issues across operational systems and end users.
- Installed, configured, and maintained Windows operating systems, applications, and peripheral devices.
- Handled troubleshooting and preventive maintenance for computers, laptops, printers, and networking devices.
- Supported and maintained specialized systems including:
 - Fargo HDP5600 Card Printer
 - Population and Civil Registration Self-Service Kiosk (ADM)
 - Digital Signage System
 - e-KTP Reader Devices
 - BCA CS Digital Kiosk (eKTP reader)
- Assisted in device deployment, setup, calibration, and operational troubleshooting to ensure system reliability.
- Performed routine system monitoring, maintenance, and technical inspections to minimize downtime.
- Coordinated with internal teams and users to resolve technical issues efficiently and maintain operational continuity.
- Provided on-site and remote technical assistance for users and project operations.

April 2018 – November 2019

Fedwell Healthy Food

Chef De Partie / Senior Cook

- Responsible for food preparation and cooking processes based on restaurant standards and recipes.
- Maintained food quality, consistency, hygiene, and presentation standards.
- Ensured kitchen operations ran efficiently during peak service hours.
- Supported inventory monitoring and ingredient preparation for daily operations.
- Collaborated with kitchen staff to maintain smooth workflow and timely service delivery.

February 2017 – April 2018

Hokaido (Secret Recipe Indonesia)

Supervisor

- Supervised daily operational activities and ensured service quality standards were maintained.
- Managed employee schedules and coordinated team responsibilities efficiently.
- Conducted performance evaluations and provided feedback to improve team productivity.
- Maintained communication with management and assisted in operational reporting.

January 2011 – December 2013

McDonald's

Crew

- Prepared customer orders according to company standards and procedures.
- Assisted in food preparation and operational support activities.
- Maintained cleanliness and hygiene in operational areas.
- Worked collaboratively with team members to ensure efficient customer service.

Education

Universitas Pembangunan Nasional Veteran Jakarta
Mechanical Engineering (Incomplete)
2009 – 2011

SMK Sasmita Jaya 2
Mechanical Engineering
Graduated in 2009

Language

Indonesia

English