



# VIGO PUTRA



Based in Batam, Indonesia



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## SUMMARY

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I am a person who enthusiast with tech world that currently based in Batam with 8 years of hands-on experience as a helpdesk in telecommunications network company. I am also someone who can work in teams and quite adaptive person. Currently, I am interested in developing a career in software and website development.

## WORK EXPERIENCE

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### PT. Telkom Akses, Batam

**(2016 – Present)**

#### Helpdesk Engineer TSEL Service (Wholesale customer)

(May 2017 – Present)

- *Incident management.*
- *Assist technical data to field technician on troubleshoot.*
- *Monitoring of fiber optic networks for Telkomsel's BTS.*
- *Conducting end to end technical data collection of fiber optic networks for Telkomsel's BTS.*
- *Application/renewal/cancellation of work permits to tower provider of Telkomsel's BTS.*
- *Conducting preventive maintenance of fiber optic networks for Telkomsel's BTS.*
- *Configure GPON ONU (Huawei, ZTE) for transmission Telkomsel's BTS.*
- *Make several of reporting dashboards.*

#### Helpdesk Consumer Service (Retail customer)

(Jan 2016 – May 2017)

- *Incident management.*
- *Agent for customer and field technician for troubleshooting appointment.*
- *Distribute customer trouble ticket to field technician.*
- *Assist technical data to field technician on troubleshoot.*
- *Control technical specification on troubleshooting.*
- *Record all logs and materials on troubleshooting.*
- *Make reporting dashboards of technician performance and trouble ticket trend.*

## EDUCATION

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### Batam State Polytechnic

**(2014-2022)**

Bachelor's degree Mechatronic Engineering

- *Not graduating (completed all studies but didn't finish the final project).*

### SMAN 3 Batam

**(2011-2014)**

Natural Sciences.

## ADDITIONAL INFORMATION

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- Technical Skills: Microsoft Office – Excel, Word, Powerpoint; Google Workspace; Configuring, routing, switching first OSI Layer.
- Another expertise: Budgeting and planning; Customer service.
- Language: Bahasa Indonesia, English (professionals).