



# Sandy Nur Fajar, S.kom

Programmer & IT Support

## Education

2016 - 2021  
Indraprasta PGRI University

## Contact

Phone  
0877 8271 4991

Email  
sandifajar12@gmail.com

Address  
Jl. Pengadegan Timur I  
Rt. 007 Rw. 001 Kel Pengadegan  
Kec Pancoran, Jakarta Selatan

Portofolio & Profile  
<https://sandyfajar.my.id/>

## Skills

Programming:  
PHP, Java, C++, Web Development

Database:  
SQL, Postgree Server

Networking & IT Support:  
Network Engineering, CMS,  
System Maintenance

Design Tools:  
Adobe Photoshop

Productivity:  
Microsoft Office

## Profile

Informatics graduate with 7+ years of professional experience in IT support, programming, and network engineering. Skilled in managing IT infrastructure, developing applications, and optimizing system operations. Proven track record in ensuring smooth business operations, delivering reliable solutions, and adapting quickly to new technologies.

## Experience

2025 - Present  
PT JTrust  
Investment  
Indonesia

Senior IT Officer

- Managed and maintained the company's IT environment to ensure reliable and efficient daily operations.
- Diagnosed and resolved issues related to hardware, software, and network connectivity to reduce system downtime.
- Maintained internal business systems, including performing updates, resolving minor system issues, and implementing feature improvements based on operational needs.
- Prepared and updated standard operating procedures (SOP), system documentation, and technical guidelines for internal IT processes.
- Delivered first-line technical support and assisted users in resolving day-to-day IT incidents.
- Administered corporate email services, including user account setup, configuration, and issue resolution.
- Monitored network performance and applied basic security practices to maintain a stable and secure IT environment.
- Demonstrate programming knowledge in Java, HTML, and PHP for system support and development tasks.
- Experienced in working with PHP frameworks such as CodeIgniter and Laravel.
- Knowledgeable in relational database management systems including MySQL and PostgreSQL.

## Certificate

Certificate of Competency -  
Software Engineering  
(Rekayasa Perangkat Lunak)

Certificate of Technical Assistance – B3 Waste Management & Electronic Reporting System

Certificate of Business English- Golden English

## Experience

2022 - 2025  
EYE  
PT Estha Yudha  
Ekatama

Senior IT Staff

- Maintained and optimized IT infrastructure, including PCs, servers, printers, CCTV, and networks, ensuring smooth daily operations.
- Installed, configured, and updated software applications according to operational needs.
- Troubleshot hardware, software, and network issues, reducing downtime and improving efficiency.
- Managed and scheduled LED display content via CMS, ensuring 100% on-time delivery for clients.
- Monitored and maintained company website functionality and updates.
- Generated traffic counting and broadcast reports to support sales and marketing strategies.
- Developed and updated SOPs, guidelines, and technical documentation for IT operations.
- Provided first-level incident support, analysis, and real-time solutions for users.
- Managed company email services through cPanel, including account setup and troubleshooting.
- Ensured network security, risk management, and compliance with IT infrastructure policies.
- Strong technical knowledge of Java, SQL, HTML, PHP, and other programming languages or database tools.

2018 - 2022  
Zetka Inc Group

Senior IT Support & Staff Operation

- Led FESTRONIK electronic manifest operations, ensuring accurate reporting to SIMPEL (KLHK) with zero compliance issues.
- Coordinated FESTRONIK processes with sourcing teams and customers, streamlining workflows and efficiency.
- Managed IT procurement, hardware maintenance (PCs, printers, servers), and software installation/configuration across branches and HQ.
- Oversaw company network infrastructure (LAN, Wi-Fi, routers, switches) and enforced IT policies for secure and reliable operations.
- Maintained GPS tracking systems for operational vehicles and ensured IT equipment readiness.
- Provided first-level incident support, troubleshooting hardware/software issues, and delivering real-time solutions including remote assistance.
- Analyzed user requirements, generated reports, and applied strong technical knowledge in Java, SQL, HTML, PHP, and database tools to support business needs.

2017 - 2018  
Zetka Inc Group

Staff Operation

- Led the operation of electronic manifest (FESTRONIK), ensuring accurate reporting to SIMPEL (KLHK) with zero compliance issues.
- Managed manifest data collection across all branches, ensuring accurate availability.
- Coordinated FESTRONIK operations with sourcing teams and customers, improving efficiency.
- Maintained GPS tracking for operational vehicles and ensured IT equipment readiness.