



# Ary Fadhillah

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Jl. Lotus 11 Blok D3 No.29, Permata Mutiara Maja, Kecamatan Maja, Kabupaten Lebak, Banten 42382. Experienced as an IT Helpdesk Product Support Specialist with expertise in application technical support and troubleshooting software and hardware issues. Skilled in data analysis, data visualization, and system installation. Proficient in using tools such as SQL, Metabase, and Kibana to analyze data and generate reports that support business decision making. Highly enthusiastic about advancing in the field of data analysis and committed to continuous learning and self-improvement. Focused on enhancing skills to stay ahead in cutting edge technologies and keeping up with the latest industry trends.

## Work Experiences

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**PT. Sicepat Ekspres - Jakarta Selatan, Indonesia**  
**2024**

**Mar 2020 - Nov**

*Senior Staff IT Helpdesk Product Support*

- Received product issues complaints from internal user through sociomile and whatsapp.
- Used sociomile to resolve issues for 1.917 branches, with 73 problem category tags.
- Utilized Elastic Search, Kibana, Sqlpad, and Metabase to extract delivery data, revenue, LPB, and LPH for 10.000 customers.
- Managed onboarding data for over 1000 new employee using excel and google sheet.
- Created insert, update, and delete queries and submitted ticket via jira to the DBE for execution based on internal user request.
- Managed various data update and insert from 23 postman endpoints.
- Implemented a new IT Ticketing System, improving response time and streamlining support process for the entire company.
- Provided technical support to over 100 clients daily through sociomile, achieving a customer satisfaction rating above 95%
- Handled and analyzed issues in 5 critical application systems (TMS, POD, ODOO, HRIS, and PETTYCASH) used by 1.917 branches across Indonesia.
- Used Freshdesk to escalate over 50 IT Support ticket.
- Used Jira and Slack to report incidents related to the web and application to the engineering team and product manager.
- collaborated with cross functional teams to resolve recurring issues, leading to a 20% decrease in overall support ticket volume.

**PT. Sicepat Ekspres - Jakarta Selatan, Indonesia**

**Aug 2018 - Feb 2020**

*Senior Staff Control Tower First Mile*

- Controlled and educated all branches across indonesia regarding the package pick-up process.
- Resolving issues that arise during the package pick-up process, such as delays, lost items, or damages.
- Handled cases and issues related to the pick-up process for e-commerce platforms such as blibli.com, Akulaku, and Lazada.
- Ensuring that the package pick-up process are made on schedule and comply with the SLA (Service Level Agreement).
- Monitoring and tracking the package pick-up status in real time to ensure smooth operations.
- Utilizing technology and monitoring systems to obtain up-to-date information on the package pick-up process
- Issued service production orders (SPK) according to the pick-up area through an API.
- Followed up on pick-up issues that did not meet the schedule across all branch.
- Preparing reports on package pick-up status and performance analysis to support decision making.
- Analyzing data and evaluating the package pick-up process to identify areas for improvement.

**PT. Sicepat Ekspres - Jakarta Selatan, Indonesia**

**Jan 2018 - Aug 2018**

*Call Center*

- Answered incoming calls
- Resolved customer issues and complaints.
- Provided information.
- Studied Product Knowledge.
- Maintained good relationships with customers.

**PT. Rosarum Cindo Putra - Jakarta Timur, Indonesia**

**Jan 2017 - Dec 2017**

*General Affair Staff*

- Maintain and ensure office facilities (such as building and equipment) are in good condition.
- Manage cleanliness and comfort in the work environment.
- Handle the procurement of operational needs, such as office supplies, furniture, and other equipment.
- Coordinate with vendor for the procurement of goods and services.
- Handle licencing documents, such as building permits or business licenses.
- Prepare and store administrative documents related to facilities and operations.

**PT. Bank Central Asia(BAKTI BCA) - Jakarta Barat, Indonesia**

**May 2016 - Des 2016**

*Customer Service Front liner*

- Provided customer service.
- Overed advice on bank products and services.
- Opened, Closed, and Blocked customer accounts.
- Delivered information required by customers.
- Maintained good relationships with customers.

**Grand Tjokro Hotel - Jakarta Barat, Indonesia**

**Apr 2015 – May 2016**

*Cook Helper*

- Prepared raw ingredients for cooking.
- Assisted the chef in the food preparation.
- Prepared cooking equipment to be used.
- Maintained the kitchen and food hygiene.

**MTS AL-MUSYARROFAH - Jakarta Selatan, Indonesia**

**Feb 2014 - Mar 2015**

*Staff Tata Usaha*

- Managed administration for teachers and students.
- Assisted the principal with official matters, both internal and external
- Managed school inventory, including equipment, books and other supplies.
- Provided administrative services for students, teachers and parents.
- Coordinated the implementation of K3/6K

## Education

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**STMIK JAKARTA STI&K – Jakarta Selatan, Indonesia**

**Aug 2013 - Sep 2018**

*Bachelor Degree in Information System*

## Training Experiences

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**HC LEARNING SICEPAT EKSPRES – Communication Skill**

**August 2023**

**HC LEARNING SICEPAT EKSPRES – Time Management**

**October 2023**

**HC LEARNING SICEPAT EKSPRES – Corporate Value**

**December 2023**

**HC LEARNING SICEPAT EKSPRES – Etika Kerja**

**January 2024**

**Udemy – Katalon Studio 2020 For Web + API Test Automation**

**November 2024**

## Skills

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**Soft Skills** : Problem Solving, Critical Thinking, Computational Thinking, Teamwork, Time Management, Communication, Analytical, Fast learner, Customer service, Logistics Support.

**Hard Skills** : SQL, Katalon Studio, Microsoft Office.

**Software Skills** : Jira, Slack, Confluence, Microsoft Office, Kibana, Elastic Search, SqlPad, Metabase, Power BI, Postman, Antivirus, Microsoft Teams.





Nomor Ijazah : 572012018000103

## SEKOLAH TINGGI MANAJEMEN INFORMATIKA DAN KOMPUTER JAKARTA STI & K

Memberikan Ijazah kepada : **Ary Fadhilah**  
Tempat dan Tanggal Lahir : **Jakarta, 7 Mei 1996**  
Nomor Pokok : **10413196**  
Program Pendidikan : **Sarjana Strata Satu**  
Jurusan : **Sistem Informasi**  
Program Studi : **Sistem Informasi**  
Status : **Terakreditasi BAN-PT Peringkat B**

Ijazah ini diserahkan berdasarkan Surat Keputusan Ketua Sekolah Tinggi Manajemen Informatika dan Komputer Jakarta Nomor Skep-060/STI&K/Ka/IX/2018 tertanggal 3 September 2018, setelah yang bersangkutan memenuhi semua persyaratan yang ditentukan, dan kepadanya dilimpahkan segala wewenang dan hak yang berhubungan dengan Ijazah yang dimilikinya, serta berhak memakai gelar akademik Sarjana Komputer (SKom).

Ketua

Dr. Lussiana ETP



Jakarta, 3 September 2018

Wakil Ketua I



Dr. Sunny Arief Sudiro

**SURAT KETERANGAN PERNAH BEKERJA**

***LETTER OF EMPLOYMENT***

**41684/SK-HC/SEI/XII/2024**

Yang bertanda tangan dibawah ini, menerangkan dengan sesungguhnya bahwa :

*The undersigned hereby certify that :*

**Nama / Name** : Ary Fadhilah  
**Alamat / Address** : Jl. Salman No.135, Rt.002/Rw.003, Kebon  
Jeruk, Jakarta Barat.

Adalah benar bahwa karyawan yang bersangkutan pernah bekerja di PT Sicepat Ekspres Indonesia, sejak 06 Januari 2018 sampai dengan 30 November 2024 sebagai Staff IT Product Support.

*Had been employed at PT Sicepat Ekspres Indonesia, since 06 January 2018 to 30 November 2024 as Staff IT Product Support.*

Karyawan yang bersangkutan sudah tidak aktif bekerja di PT Sicepat Ekspres Indonesia.

*The employee is no longer working at PT Sicepat Ekspres Indonesia.*

Demikian Surat Keterangan ini dibuat untuk dapat dipergunakan sebagaimana mestinya.

*In witness whereof, this Letter of Employment is made to be used accordingly.*

Jakarta, 01 Desember 2024

*Jakarta, 01 December 2024*

Hormat kami,

*Best regards,*



**Yanuar Aditya Putra**

**Manager Industrial Relation**



# PT. ROSARUM CINDO PUTRA

## Surat Keterangan Pengalaman Kerja

Nomor: 008/SK-RCP/Pengalaman/XII/2017

Kami Manajemen PT Rosarum Cindo Putra, dengan ini menerangkan bahwa:

**Nama** : Ary Fadhilah  
**Jabatan** : General Affair Staff  
**Periode Kerja** : 20 Januari 2017 s/d 21 Desember 2017

Selama masa kerja di PT Rosarum Cindo Putra, Saudara Ary Fadhilah telah menunjukkan kinerja yang baik dalam melaksanakan tugas dan tanggung jawab sebagai General Affair Staff. Adapun tugas yang dijalankan meliputi pengelolaan fasilitas kantor, pengadaan barang, koordinasi dengan vendor, serta memastikan kepatuhan terhadap peraturan dan kebijakan perusahaan. Saudara Ary Fadhilah juga memiliki kemampuan komunikasi yang baik, keterampilan organisasi, serta sikap profesional yang patut dicontoh.

Dengan surat keterangan ini, kami menyatakan bahwa Saudara Ary Fadhilah pernah bekerja di perusahaan kami dengan baik. Semoga informasi ini bermanfaat untuk keperluan yang bersangkutan di masa depan.

Demikian surat keterangan ini dibuat dengan sebenar-benarnya dan untuk dipergunakan sebagaimana mestinya.

Jakarta, 21 Desember 2017

Hormat kami,

  
 21/12/2017

**Iman Sufardi, SH**  
HRD PT. Rosarumcindo Putra