

PANJI RUSDIYANTO

IT Application Support | Technical & End-User Support

08 Desember 1997 | Bekasi, Indonesia | +62 812-9960-6887 | panjirusdi@gmail.com | linkedin.com/in/panjirusdi

PROFILE

Information Systems graduate with 3+ years of hands-on experience installing, configuring, and troubleshooting hardware and applications for corporate clients. Skilled in end-user technical support, client training, and IT asset coordination, with a working foundation in front-end web development (HTML, CSS, JavaScript, Tailwind CSS) and UI/UX prototyping in Figma. Cisco-certified in IT Customer Support and Hardware & Upgrade Support. Bilingual in Bahasa Indonesia and English.

CORE SKILLS

Application Support & Troubleshooting • Hardware Installation & Configuration • Software Deployment • End-User & Client Technical Support • Client/User Training • IT Asset & Inventory Coordination • Application Testing • HTML, CSS, JavaScript, Tailwind CSS • Git • WordPress • Figma (UI/UX Mockups) • Microsoft Office • Video Editing • Adobe Premier Pro • Adobe Photoshop • Bahasa Indonesia & English (Bilingual)

PROFESSIONAL EXPERIENCE

Application Operator | PT Maxxima Innovative Engineering

June 2022 – Present

- Install, configure, and maintain business applications and computer hardware for corporate clients, keeping client systems operational day to day.
- Diagnose and resolve hardware issues across office and client-site machines, reducing recurring downtime through consistent root-cause troubleshooting.
- Deliver hands-on application training to client teams after each installation, improving user adoption and cutting down repeat support tickets.
- Run through applications regularly to spot and fix bugs before they become bigger issues, then roll out updates based on client feedback to keep everything running smoothly.
- Track and coordinate office hardware inventory, repairs, and replacements to keep equipment audit-ready.
- Edit video content from raw materials provided by clients, including footage selection, sequencing, color correction, and audio syncing, to deliver polished final output aligned with client requirements.

Frontend Developer Intern | PT Cyber Edu Inkor

August 2021 – December 2021

- Partnered with a senior developer to design and build an interactive company website UI using Tailwind CSS.
- Implemented new features against evolving business requirements, supporting on-time delivery of site updates.
- Produced wireframes and UI/UX mockups in Figma ahead of development to align design with stakeholder expectations.

Web Development Practicum (Frontend) | SMA Malahayati Jakarta

February 2018 – May 2018

- Built responsive web UI components with Bootstrap as part of the school's homepage redesign.

- Collaborated with a partner developer to plan and deliver a functioning homepage on a fixed academic timeline.

EDUCATION

Bachelor of Information Systems — Universitas Pembangunan Nasional Veteran Jakarta

2016 – 2020 | GPA 3.4 / 4.00

Relevant coursework: HTML, CSS, JavaScript, Basic SQL, WordPress

Thesis: "Capability Measurement System Analysis of PT. Kronus Indonesia Using the COBIT 5 Framework"

CERTIFICATIONS

- Cisco Networking Academy — IT Customer Support Basics (December 2025)
- Cisco Networking Academy — Hardware and Upgrade Support (December 2025)

LANGUAGES

Bahasa Indonesia (Native) • English (Professional working proficiency)