**CURRICULUM VITAE**

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| |  |  | | --- | --- | | **PERSONAL** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | Name: | Herro Puja Susanto |  | | Address: | Jl. Tarumanegara V No.447 RT.01/RW.15 Mekarjaya - Sukmajaya  Depok 2 Tengah 16411 |  | | Phone: | 021 9419 0023 |  | | Cell Phone: | 0878 8259 8689 |  | | Gender: | Male |  | | Date of Birth: | 12 November 1975 |  | | Marital Status: | Married with 2 children |  | | Nationality: | Indonesia |  | | s55417409 | | |
| **EDUCATION**  **Formal**   * Graduate from Sekolah Dasar Negeri Jombang * Graduate from Sekolah Menengah Pertama Negeri Jombang * Graduate from Sekolah Menengah Atas Negeri 86 Bintaro * D1 Programme Manajemen Informatika Bina Sarana Informatika Pondok Labu (Dropped out due to financial problem)   **Non Formal**   * TOEFL Preparation Course on Paragon TOEFL Training Centre * Computer Technical Vocational Course on ITT Sony Pasar Minggu * ITIL v.2 Training at ExecuTrain Jakarta |  |

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| **WORK EXPERIENCE** |  |
| * **PT. ARUM CITRA MANDIRI – PARTTIME TRANSLATOR/SUBTITLER - Jan 2011 - Present**   Translate English to Indonesia and vice versa, both from written script and movie/video clip, including box office movie, documentary, cartoon series, ads, company profile, presentation, training material, etc. I also put subtitle using Adobe Premier Application.   * **PT. CARGILL INDONESIA - Service Desk Analyst - Nov 2013 - Nov 2014**   Being in the front of IT staff, i need to resolve user's issue/request as soon as possible, thus I need to have appropriate technical as well as communication skill. Manage Indonesia Service Desk, create ticket for any incident and request from users, follow up ticket until closed based on SLA, invite vendor if needed to solve the problem, act as technical support partially, setup new PC, manage back up unit in all Indonesia branches. Create/modify/delete DS/ADS account, create PDL (People Distribution List), Reset/unlock/enable DS/ADS account, create email account, setup Corporate/Personal Blackberry/iPhone/Android synch-ed with Corporate Email, Cisco IP Phone Support for both deskphone and softphone, add/remove users from AD Security Group.   * **PT. EXECUTRAIN NUSANTARA JAYA - IT Specialist - Sep 2011 – Oct 2013**   Placed in PT. Cargill Indonesia as Service Desk Analyst   * **PT. GAPURAMITRA SEJATI - Senior IT Staff - Jan 2005 - Dec 2010**   Assess and procure hardware (PCs, printers, scanners, barcode scanners, CCTV sets) for head office and stores, Setup and deploy PCs and peripheral for head office and stores, Prepare product list data for new and existing stores, Prepare data for head office and stores Stock Value, Manage, Maintain and Forecast running systems. I used applications: MS Windows 98-XP, MS Windows 2000 Server, Red Hat Linux, MS SQL Server 2000, MySQL 5.0, Firebird Database, MS Office XP, Delphi and VB based application, Seagull Bartender.   * **PT. GAPURAMITRA SEJATI - English Translator, Corrector and Editor - Jul 1999 - Jan 2005**   Translate English books and literature, correct and edit translated books and literature, edit books and cover layout. | |

**ACHIEVEMENT AND ACKNOWLEDGMENT**

I have been acknowledged as the Best Servicedesk Agent for Asia Pasific Region while working at PT. Cargill Indonesia.

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