**WIJOYO EKO NUGROHO**

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**PROFESSIONAL SUMMARY**

Technical Support Specialist with 7 years career experience. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution. Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays strong work ethic.

**HIGHLIGHTS**

* Experience and outstanding skills in Computer
* Persuasive communicator, proactive and resourceful
* Collaborative team player
* Building good rapport with customer and trusted
* Analytical
* Innovative
* Troubleshooting proficiency
* Patient and diligent
* Vast technical knowledge
* Exceptional telephone etiquette
* Ability to learn and adapt to new software technologies

**ACHIEVEMENT**

**Google Apps**

* Officially recognized as a Google Apps Certified Administrator. Date issued: June 14, 2016.
* Consistently exceeded monthly goals by successfully hitting the target of PPH (Productivity per Hour) and CSAT above 95%.
* Best performer for January 2016, March 2016 and June 2016.
* POC for email in terms of product and process knowledge for Google Apps.

**Nokia**

* Consistently maintain individual KPI and SLA
* Earned Best Performing Award for Executive Technical Support Nokia SEAP region in Q3 2010

**EXPERIENCE**

**SELLBYTEL Group - Kuala Lumpur, Malaysia**

*Senior Technical Support for Google Apps,*August 2013 – October 2016

* Providing technical solution for Google Apps product (https://apps.google.com)
* Supporting customer and reseller from all countries such as USA, Australia, United Kingdom including Indonesia market via email and telephone.
* Helping customer problems regarding:

- Admin console such as accessibility, manage user, manage service, security and privacy, report and monitoring.

- Email such as spam, spoofing, phishing, email blacklisted, email routing, SMTP relay, content compliance, delay message, message rejected and setup email (MX record).

- Billing such as getting refund, viewing credits and adjustments, declined payment.

- Drive and Google Site such as missing files, sharing files, Drive sync, and web address mapping.

- Migration such as IMAP/POP sync with Outlook, GAMME and DMS (Data Migration Service)

- Set up DNS value such as CNAME record, TXT record.

* Documented and escalated cases to higher levels of support (Google) according to internal procedures for sensitive issue or product bug by using SalesForce application.

**SCICOM (MSC) Berhad - Kuala Lumpur, Malaysia**

*Executive Technical Support for Nokia*,October 2008 – August 2013

* Providing technical support of product usage and Nokia product information
* Handling inquiries and complaints through phone, emails, social media and live chats from Indonesian customer.
* Worked closely with Nokia Service Center to follow up about mobile repair or complaint from customer.
* Displayed courtesy and strong interpersonal skills with all customer interactions.
* Created end-user self-service tools and documentation by using Siebel CRM.
* Escalate unresolved issue to Tier 2.

**Super World Wide FoodStuff Indonesia**, **PT. – Bandung, Indonesia**

*IT/EDP*, February 2003 – June 2008

* Creating analysis report, sales report and goods weekly and monthly basis by utilizing database SQL and Excel.
* Provided base level IT supports to company personnel.
* Responsible for installation, setup, troubleshooting and maintenance of hardware/software.

**LPPA Education Center – Bandung, Indonesia**

*Instructor Computer*,July 2000 – August 2001

* Providing and conducting training about MS Office product, Visual Basic, and Delphi.
* Created training materials

**ADDITIONAL EXPERIENCE**

* Designing an application system of Purchasing and stock (May 2002 – July 2002), allowing a user to input order transaction, payment, managing stock and print out the order. Delphi, MS Access.
* Worked in team to complete a presentation of Multimedia Interactive and Video editing (May 2002), used for presentation purposes of Bank Indonesia branch leadership meeting.

**EDUCATION**

*University of Padjadjaran*, **Indonesia**

* Degree in Computer Science, February 2003, GPA: 3.08
* Diploma in Informatics Management, December 1999, GPA: 3.37

**TRAINING**

* February KTSD650: Cross-Functional Customizing in SAP SD, Kom-Tek
* January 2013 KTSD150: SAP Process in Sales and Distribution, Kom-Tek
* May 2008 CCNA Discovery: Networking for Home and Small Business,

STMIK AMIK, Bandung

* July 2008 CCNA Discovery: Introducing Routing and Switching in the Enterprise,

 STMIK AMIK, Bandung

* August 2008 CCNA Discovery: Designing and Supporting Computer Networks,

STMIK AMIK, Bandung

* June 1997 Hardware and Troubleshooting Computer, AMECO Computer, Bandung

**SKILL**

* **Platforms**: Windows 98, XP, Vista, 7
* **Database**: MS Access, ODBC
* **Programming Language**: Visual Basic, Delphi
* **Tools**: MS Office, Lotus Notes, Siebel CRM, Sales Force, Social Media, Adobe Photoshop,

Macromedia

* **ERP**: SAP ECC6, SAP GUI windows version 7.30
* **Hardware**: PC Desktop, LAN