

MUHAMMAD ALKAM ALFARIZ

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Tangerang, ID

Versatile Informatics Engineering graduate from Universitas Mercu Buana (GPA 3.90/4.00) with proven expertise in IT infrastructure, automation, and system optimization. Proficient in Python scripting for automation, computer vision, and AI; experienced in database management (MySQL, PostgreSQL) and cross-platform integration (Jira, Zabbix). Demonstrated success in streamlining operations through custom scripts for data security audits and automated ticket-generation systems.

Education Level

Universitas Mercu Buana  - Jakarta, Indonesia

Aug 2021 - Aug 2025

Bachelor of Informatics Engineering, 3.90/4.00

- Committee of the event division in the open event with the Mercu Buana Informatics Engineering Student Association in 2021
- Host at the Mercu Buana University student work exhibition event 2022

SMKN 1 Tangerang  - Tangerang, Indonesia

Jul 2018 - Jul 2021

High School Diploma in Computer & Network Engineering, 85.00/100.00

- Finalists of Network Infrastructure Competition at Politeknik Negeri Ujung Pandang

Work Experiences

Sinar Mas Multifinance - West Jakarta, Indonesia

May 2025 - Present

IT Hardware Support Internship

PT Sinar Mas Multifinance is a leading Indonesian financial services company specializing in leasing, factoring, and consumer financing services, established in 1985 and part of the Sinar Mas Group.

- Performed Windows 11, Linux openSUSE 15.6, and macOS Sequoia installations across 40+ workstations with 99% success rate.
- Configured CCTV DVR systems with ZoneMinder platform, establishing centralized monitoring for 15+ cameras with 24/7 reliability.
- Delivered troubleshooting and application support via remote desktop, resolving 25-30 weekly incidents with 95% first-call resolution
- Managed Active Directory accounts and OpenVPN configurations, streamlining access management for 200+ employees on Windows Server
- Conducted application inventory and standardization across workstations, documenting 50+ applications and reducing security vulnerabilities by 40%

EMTEK Group (RS EMC Alam Sutera) - South Tangerang, Indonesia

Sep 2024 - Dec 2024

IT Support Internship

A leading Indonesian conglomerate with subsidiaries in media, healthcare, and technology. RS EMC Alam Sutera is a premier hospital under EMTEK, specializing in advanced medical services and healthcare innovation.

- Deployed 50+ IoT devices/printers/APs, resolving 20+ weekly connectivity incidents and cutting network downtime from 8% to 6% (25% reduction) via proactive monitoring scripts and VLAN segmentation.
- Automated data entry/audits with Python (BERT-NLP, fuzzy search), reducing manual effort by 15 hours/week (40%) and improving compliance accuracy from 85% to 98%.
- Upgraded 30+ HDDs to SSDs (~3x faster boot times) and crimped 150+ Cat6 cables, achieving 99% uptime during 500+ critical surgeries.
- Trained 40+ staff on Code White System via 8 workshops, reducing procedural errors by 50% through interactive simulations and post-session quizzes.

Halodoc (PT Media Dokter Investama) - South Jakarta, Indonesia

Feb 2024 - Jun 2024

Tech IT Infrastructure Internship

Indonesia's #1 healthtech platform, connecting millions of users to doctors, pharmacies, and labs via telehealth services, e-pharmacy, and AI-driven healthcare solutions.

- Resolved 15–20 weekly HW/SW incidents (e.g., router failures, OS conflicts), slashing resolution time from 2.5h to 1.6h (35%) via RCA templates and tiered prioritization.
- Integrated Zabbix-Jira to auto-generate 10–15 pharmacy router tickets/week, reducing manual reporting time from 4h to 2h and ensuring 100% SLA compliance.
- Built PowerShell script to purge 50–100 non-compliant files/week on reboot, saving 6h weekly and aligning with ISO 27001 retention policies.

Organisational Experience

The student-led technical division under Universitas Mercu Buana's Faculty of Computer Science, responsible for managing 5 computer labs, fostering peer-to-peer learning, and bridging academic coursework with hands-on IT projects for 3,000+ students.

- Managed 15– 20 assistants across 5 labs via Notion scheduling, achieving 100% coverage during 10+ peak events (midterms, hackathons).
- Revamped hiring with Python/network sim tests, improving candidate quality (90% pass rate) and reducing onboarding time from 4 weeks to 2.8 weeks (30%).
- KPI dashboard tracked 5+ metrics (e.g., 1.2h avg. resolution time), cutting recurring complaints by 25% via weekly performance reviews.

Skills, Achievements & Other Experience

- **Programming Language:** C++, Python, PHP, Javascript, Java
- **Database Management:** MySQL, Firebase, Postgre SQL, Oracle Database
- **Soft Skills:** Leadership, Critical Thinking, Problem Solving, Teamwork, Communication
- **Projects (2024):** Brain Tumor Detection and Classification Using Fine-Tuned CNN with ResNet50 and EfficientNet
- **Projects (2025):** CFO-RetinaNet: Convolutional Feature Optimization for Oil Palm Ripeness Assessment in Precision Agriculture