

KEVIN HARYANTO

Jakarta, Indonesia | [+6285770031653](tel:+6285770031653) | kevin.haryanto@hotmail.com |
LinkedIn: [linkedin.com/in/kevinharyanto](https://www.linkedin.com/in/kevinharyanto) | Portofolio: kevinharyanto.my.id

PROFILE

I'm a fresh graduate with a Bachelor's Degree in Information Systems majoring in Technopreneurship. I have hands-on experience in IT operations and customer service within digital banking environments. In addition, I possess solid knowledge in IT support, network fundamentals, and cybersecurity practices. I'm enthusiastic about continuous learning, especially in troubleshooting, web development, system protection, and building secure digital infrastructure.

EDUCATION

Bina Nusantara University, Jakarta *Okt 2020 - Jan 2025*
Bachelor's Degree in Information System; GPA 3.24/4.00
Thesis Title "Design of a performance evaluation system for selecting the best customer service representatives at PT Bank BCA Digital"

WORK EXPERIENCE

PT. Amora Mulia Tour – Jakarta, Indonesia *June 2025 - Present*
IT Support Operation (Technology Division)

- Handled technical issues related to hardware and software, including troubleshooting and routine maintenance
- Managed and maintained the company's network systems to ensure smooth and secure IT infrastructure
- Developed and maintained the company website, implementing security measures to protect digital assets

PT. Bank Centra Asia (BCA Digital) – Jakarta, Indonesia *Okt 2021 - Okt 2024*
Customer Service Officer (Operational Division)

- Handled daily technical issues faced by customers via phone and video call
- Ensured service quality through structured scripts and customer-focused communication
- Contributed to IT system improvement by offering practical suggestions derived from user experience and feedback.

TECHNICAL EXPERIENCE

Cybersecurity Training Program , Jakarta, Indonesia *Apr 2025 - Jun 2025*
Operations Staff Member

- Participated in hands-on training sessions on cybersecurity fundamentals, threat detection, and incident response
- Collaborated with fellow trainees to simulate real-world security breaches and analyze system vulnerabilities
- Created documentation on mitigation strategies, threat reports, and system hardening techniques
- Practiced teamwork in solving cybersecurity cases using network scanning and penetration testing tools.

Final Group Project – Jakarta, Indonesia *Feb 2024 - Jul 2024*
Frontend Developer & Documentation Lead

- Built a custom web application to evaluate customer service performance using weighted scoring and multi-criteria ranking logic
- Collaborated with teammates to design evaluation metrics, develop user interface, and implement scoring algorithms
- Responsible for front-end development and writing system documentation and user guide
- This capstone project was completed as part of the Information Systems degree, focusing on HR technology and evaluation tools.

ORGANIZATION EXPERIENCE

ASAK (Ayo Sekolah Ayo Kuliah) - St. Paskalis Catholic Church, Jakarta

Feb 2025 - Present

Operations Staff Member

- Oversaw the administration of ASAK activities at the parish level, including student records, activity documentation, and volunteer coordination
- Prepared monthly reports for parish leaders and assisted in planning educational mentoring programs
- Scheduled meetings, recorded minutes, and helped disseminate information related to educational aid
- This capstone project was completed as part of the Information Systems degree, focusing on HR technology and evaluation tools.

SABUK (Small Business Development Center) – St. Paskalis Catholic Church, Jakarta

Okt 2024 - Jan 2025

Multimedia & Documentation Team

- Created visual content, promotional posters, and videos for church-run small business training programs
- Documented entrepreneurship workshops, parish bazaars, and skill development sessions
- Collaborated with program coordinators to publish event coverage through social media and parish digital boards
- Contributed to community economic empowerment through creative and digital engagement.

COURSES & CERTIFICATIONS

Junior Cyber Security

Jun 2025 - Jun 2028

Badan Nasional Sertifikasi Profesi

Certificate of Course Completion

Jun 2025 - Jun 2025

Online Course from Cisco

Self-Paced Microsoft Azure AI Fundamentals Microsoft AI-900T00-A

Jul 2025 – Jul 2025

GreatNusa x Bina Nusantara University

Self-Paced Azure Basic Fundamentals

Jul 2025 - Jul 2025

Komdigi x GreatNusai

ADDITIONAL

- **Technical Skills:** IT Support, Troubleshooting, Service Komputer, Network Fundamentals (LAN/WAN), Network Topology, System Security Awareness, Threat Detection, Web Development (HTML, CSS, JavaScript), CMS (WordPress), Network Attached Storage (NAS) Setup/Configuration.
- **Soft Skills:** Communication, Problem Solving, Team Collaboration, Attention to Detail, Time Management, Public Speaking, Critical Thinking.
- **Software Skills:** Microsoft Office, Google Workspace, Remote Desktop, Kali Linux, Power Automate, Visual Studio Code, Canva
- **Language:** Indonesian (Native) & English: (Basic Proficiency)