AMARA THURIDHA

IT Support & Data Analyst
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PROFESSIONAL SUMMARY

Information Systems graduate with hands-on experience in IT Support and Data Analysis: resolving helpdesk tickets across vending machine, retail, and ERP systems, maintaining servers, MySQL databases, and campus networks, managing product master data, producing monthly sales reports, and building Power BI dashboards. BNSP-certified Database Administrator and Designer (Data Scientist qualification).

TECHNICAL SKILLS

- **IT Support & Infrastructure:** helpdesk ticket resolution (vending machine, retail, and ERP systems), hardware, software, printer, and network troubleshooting, campus network built from scratch, LMS maintenance, server & email administration, MySQL ERP database maintenance, QRIS & Midtrans payment support
- **Data & Reporting:** Power BI (data preparation, dashboard development), monthly sales reporting, data recap and validation, data accuracy checks
- **Data Management:** product master data management (SKU creation, pricing updates, data import/export), database design and administration
- **Technical Tools:** Python, TypeScript, JavaScript, PHP, HTML, Next.js, React, Firebase (Firestore)

PROFESSIONAL EXPERIENCE

IT Staff Mar 2026 – Aug 2026
PT TASMA RITELINDO JAYA | Cikarang, Indonesia

- Managed product master data in the company's ERP system across vending machines and retail stores (SKU creation, pricing updates, and data import/export), keeping operational data accurate for daily operations.
- Generated and analyzed monthly sales reports for vending machines and retail stores, turning raw transaction data into decision inputs for operations and management.
- Resolved helpdesk tickets for the company's vending machine, retail, and ERP systems, keeping daily retail operations running smoothly.
- Supported QRIS and Midtrans digital payment systems through system testing, user training, and coordination with banking partners, enabling cashless payments across retail operations.
- Maintained servers, email services, and the ERP's MySQL database, ensuring system reliability and business continuity.

IT Support (Internship) Feb 2025 – Aug 2025
Universitas Sehati Indonesia | Karawang, Indonesia

- Diagnosed and resolved hardware, software, and network issues for lecturers, staff, and students, restoring teaching and administrative activities.
- Troubleshot and maintained the Learning Management System (LMS), ensuring uninterrupted online learning activities.
- Designed and built the campus network infrastructure from scratch; installed, configured, and updated software, computer systems, printers, and network devices for academic and administrative operations.
- Documented technical issues and resolutions, building a reference that sped up handling of recurring problems.

PROJECTS

MyHelpDesk – Multi-Department Helpdesk & Ticketing System (helpdesk.athuridha.space) *Personal Project*

- Designed and built a multi-department helpdesk and ticketing platform with ticket workflows, SLA monitoring, dynamic forms, and department-based access control, owning architecture and database design end to end.

E-Rapor – Web-Based School Report System (erapor-pmk.titipit.id) *SMKS Pratama Mulya Karawang*

- Designed and deployed a web application managing student data, daily attendance records, and report cards for a vocational school in Karawang, now in real use by the school.

Titipit.id – Custom Web Apps & Information Systems *Freelance Service*

- Run Titipit.id, a service delivering custom web applications and information systems for clients, rated 5.0/5 from 5 client reviews; delivered work includes the E-Rapor system for SMKS Pratama Mulya Karawang and the ChicBeauty web app (chicbeauty.codzy.net).

PUBLICATIONS

- **Pemodelan Harga Properti Residensial di Jabodetabek Berbasis XGBoost-SHAP dan Risiko Banjir** – Amara Thuridha, Dedi Trisnawarman. *Journal of Innovative and Creativity (Joecy Journal),* Vol. 6 No. 2 (2026), pp. 32865–32873. DOI: 10.31004/joecy.v6i2.11288
- **Pengembangan Spatial Hedonic Residual Anomaly Scoring untuk Deteksi Anomali Harga Listing Properti Residensial Jabodetabek** – Amara Thuridha, Dedi Trisnawarman. *Infotech: Journal of Technology Information,* Vol. 12 No. 2 (2026), pp. 337–347. DOI: 10.37365/jti.v12i2.660

EDUCATION

Bachelor of Information Systems Jul 2026
Universitas Tarumanagara | Jakarta, Indonesia

- GPA: 3.53/4.00 | Undergraduate thesis: data preparation and dashboard development using Power BI

Master of Computer Science 2026 – Present
Universitas Esa Unggul | Bekasi, Indonesia

CERTIFICATIONS

- BNSP Certificate of Competence – Database Administrator and Designer (Data Scientist qualification), LSP Universitas Tarumanagara, 2026 (valid until 2029)
- Golden English Proficiency Test (GE-EPT) – Overall 633, 2026