Novel Hari Keswono

IT Support | Web Developer | Technical Problem Solver

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PROFESSIONAL SUMMARY

IT practitioner with over 15 years of experience, including working as IT staff at a government agency from 2009 to 2024. Experienced in Windows and hardware troubleshooting, user technical support, website management, and web application development. Possesses practical skills in using PHP, Laravel, JavaScript, Next.js, SQL, and REST APIs through application project development. Also has experience handling electronic devices, LED videotrons, and digital signage through his own business. Experienced in analyzing problems, finding technical solutions, and learning new technologies. Open to IT Support, Technical Support, Application Support, and Web Developer positions, including remote and international job opportunities.

Open to remote, freelance, and international onsite/hybrid positions with work visa support.

TECHNICAL SKILLS

Technical skills: Windows Troubleshooting | Hardware Support | PHP | Laravel | JavaScript | TypeScript | Next.js | REST API | Web Scraping | VPS | Arduino / ESP | Led Display Specialist

TARGET ROLES

IT Support Specialist, Technical Support Specialist, Application Support Specialist, IT Specialist, Web Developer, PHP Developer, Laravel Developer, Junior Full-Stack Developer, AV Installation Technician, AV Technician, LED Display Technician, Digital Signage Technician, LED Display Installation Specialist

PROFESSIONAL EXPERIENCE

Mikapixel / CV Borneo Advertising

Business Owners & Technical Specialists 2017 - Present

Operating a business in the fields of advertising, LED videotrons, and digital signage, with direct involvement in technical work, ranging from installation, configuration, troubleshooting, to maintenance of display devices. Handling customers' technical needs, inspecting electronic devices, and resolving installation and operational issues in the field. In addition to hardware work, I also develop websites and web-based applications to support business needs and operational management.

Kantor Wilayah Kementerian Hukum dan HAM Kalimantan Barat

IT Support Specialist 2009 - 2024

Handling technical and operational support for information technology in government office environments, including troubleshooting computers, hardware, and applications used by employees. Responsible for the management and maintenance of the office website, assisting in the development of web-based applications, monitoring IT equipment, and helping users resolve day-to-day technical issues.

SELECTED PROJECTS

MikaAccess - Desktop Gate Access Control | Completed

A Windows desktop prototype for managing and testing TCP/IP-based gate controllers, featuring a multi-controller dashboard and manual gate commands.

Contribution: Designed the access-control workflow, investigated controller communication, built and tested the desktop interface and gate commands, and prepared a Windows distribution package.

BelanjeJak - Buy and Sell Marketplace Platform | Live

BelanjeJak is a web-based marketplace platform that provides a means for buying and selling products online. Developed from the CodeIgniter 3-based Tajalapak platform, BelanJejak has undergone interface adjustments, system maintenance, and performance optimization to enhance the user experience in browsing products and accessing the marketplace. The development focused on page speed, efficiency in processing product data, and the stability of the existing application.

Contribution: Handled technical audits, troubleshooting, page optimization, and change verification for an established e-commerce system.

EDUCATION

Widya Dharma Pontianak

Diploma III (D3) in Information Management 2007 - 2009

Pursuing a Diploma III (D3) in Informatics Management at Widya Dharma Pontianak, with a focus on the fundamentals of information technology, information systems management, programming, and data processing.

LANGUAGES

Indonesian: Native language, English: Basic