

## **ALFRED**

IT Support | Web Support | Technical Support

Batam, Indonesia

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Portfolio : <https://alfred.bbckepri.id/>

## **PROFESSIONAL SUMMARY**

IT Support with experience in website maintenance, CMS management (WordPress), and basic web troubleshooting. Skilled in handling content updates, monitoring website performance, identifying bugs, and resolving website-related issues to support smooth digital operations. Experienced in Web3 environments as a community and technical support contributor, assisting user onboarding, testnet participation, and clear technical communication between users and development teams.

## **EXPERIENCE**

### **PT. Media Nagoya Indonesia – IT Support (Part Time)**

Batam, Indonesia

Jan 2025 – Jul 2025

- Maintained and updated company websites using CMS platforms (WordPress)
- Performed website troubleshooting and basic issue resolution
- Monitored website performance, uptime, and routine system checks
- Assisted internal teams with website-related technical issues
- Supported website optimization and usability improvements

### **Web3 Community Support & Technical Support – Freelance**

Dec 2024 – Present

- Supported community engagement and user onboarding on Web3 platforms
- Assisted users during testnet participation and feature testing
- Collected user feedback and documented bugs for development teams
- Provided technical guidance through community channels
- Acted as liaison between users and developers

## **EDUCATION**

Senior High School (SMA) Negeri 2 Batusangkar

High School Diploma

Jul 2019 – May 2021

## **SKILLS**

### **Technical Skills**

- Website Maintenance
- CMS Management (WordPress)
- HTML, CSS, JavaScript (Basic)
- Website Troubleshooting
- Bug Reporting & QA
- Website Performance Monitoring

**User & Support Skills**

- Technical Support
- User Onboarding
- Issue Resolution
- Community Support

**Soft Skills**

- Technical Communication
- Attention to Detail
- Problem Solving
- Independent Work

**LANGUAGES**

Bahasa Indonesia – Native  
English – Basic