



Putri Dwi Cahyani

0851-2121-9922 | putridwic22@gmail.com

Jakarta Pusat

[linkedin.com/putri-dwi-cahyani](https://www.linkedin.com/in/putri-dwi-cahyani)

Bachelor's degree in Information Systems from Mercu Buana University. Possess over 7 years of experience in IT support, project administration, and network infrastructure maintenance within the telecommunications industry. Skilled in data processing, technical reporting, and asset management. Adept at working collaboratively in team environments, managing contract documentation, as well as monitoring and evaluating technical aspects of projects.

Work Experiences

Helpdesk Maintenance

PT TELKOM AKSES

January 2023 – Present

- Monitor and handled mass service disruptions (GAMAS)
- Created and closed GAMAS tickets in the system
- Compiled and submitted regular GAMAS reports
- Recapped and monitored other service disruption tickets (Non-Numbering and Infracare)
- Handled and tracked under-specification issues for Indihome services

Staff Procurement & Partnerships

PT TELKOM AKSES

August 2020 – December 2022

- Verified project documentation and partner invoices
- Monitored execution of partner contracts and prepared periodic progress reports
- Processed Purchase Orders (PO) and Service Orders (SP), and recorded Goods Receipts (GR) using SAP
- Ensured alignment with procurement policies and supported audit readiness through proper documentation

Project Administration Staff – SPBU Digitalization Project

PT TELKOM AKSES

July 2018 – July 2020

- Prepared daily reports and coordinated field survey schedules
- Supported project implementation through logistics and documentation management
- Managed budget planning and material administration to ensure timely project execution

Educations

Mercu Buana University Jakarta

Bachelor's Degree in Information Systems

2019 - 2023

GPA : 3.73 / 4.00

SMK Telkom Jakarta

Telecommunication Transmission Engineering

2015 - 2018

Recipient of the Access Fiber Optic Class (AFO)

Scholarship, 2018 – 2020

Skills and Competencies

- Microsoft Office (Word, Excel, PowerPoint)
- IT project monitoring and evaluation
- Technical documentation and reporting
- Procurement and asset administration
- Communication, time management and teamwork

Languages

- Indonesian (*Native*)
- English (*Intermediate B2*)

Certification

- *Certified Web Developer Associate*, BNSP (2023)