

Sara Prakasita Dewi

Support Engineer who's familiar with communication and problem-solving work-based daily—a highly motivated, multi-tasking, proactive individual who can work under pressure. Have a high initiative, accustomed to working independently and collaboratively. Loves to learn new things and challenges.

EXPERIENCE

Kinsta Inc., Remote — Support Engineer

JAN 2022 - NOV 2023

- Provide technical support to maintain the well-being of customers' websites in the scope of MySQL, PHP, WordPress, DNS, HTML, SSH, and NGINX web-hosting related.
- Achieved first-time reply 45s/2m and closing time 33m 8s/40m for weekly KPI.

Hostinger International, Yogyakarta — IT Customer Success Specialist

JAN 2020 - DEC 2021

- Assisted clients to get a new service, proceeded with the payment, and maintained the well-being of the customer's website. Also, guided the client in the scope of MySQL, PHP, and standard CMS such as WordPress, DNS, HTML, SSH, and Apache web-hosting related.
- Awarded as Best Team Member CSA ID-EN Q1 2021.
- Achieved load per hour 8/8 and median handling time 26:00/30:00 for monthly KPI.

Mote Bowls, Yogyakarta — Smoothie Maker

AUG 2019 - DEC 2019

- Made smoothie bowls and served it to the customers.
- Made sure that the shop's ambiance is convenient and clean.

Office of International Affairs Universitas Gadjah Mada, Yogyakarta — Internship

FEB 2019 - APR 2019

- Supported any administration submission for local and international students to the Immigration office. Provided information regarding scholarships from partner Universities.
- Arranged cultural and educational events for UGM students.

REFERENCE

Merineth Edullantes - Former Manager at Kinsta
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SKILLS

Basic Linux, WordPress, DNS
HTML, CSS, Javascript, PHP,
ReactJS
MySQL, MariaDB
NGINX and Apache

LANGUAGES

English
IELTS Overall band 7

Fluent Indonesian and
Javanese

CURRENT CERTIFICATION

SheCodes Reactive - Nov 2023
(HTML, CSS, Javascript,
Bootstrap, Flexbox, SEO)

SheCodes Reactive Addon -
Nov 2023
(Advanced HTML, CSS,
Javascript, Bootstrap,
Flexbox, SEO)

SheCodes React - Jan 2024
(Advanced HTML, CSS,
Javascript, API, Bootstrap,
Flexbox, SEO, React JS)

WWCC and RSA NSW holder

EDUCATION

Universitas Gadjah Mada, Yogyakarta — Vocational

August 2019

English Language and
Literature/Letters

3.74/4.00 GPA