

Contact

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(LinkedIn)

Top Skills

Technical Support
Statistical Data Analysis
Troubleshooting

Languages

English

Fajar Wijayanto

Technical Support & Data Analyst | Helping Businesses Drive
Customer Success with Creative Solutions
Greater Yogyakarta

Summary

Technical Support and Creative Professional focused on operational efficiency, client satisfaction, and high-quality digital solutions. Troubleshooting: Translating complex technical roadblocks into intuitive, user-friendly solutions. Data-Driven Growth, Currently advancing skills in Data Analysis and Data Science for sharper, analytical problem-solving. Open to new collaborative opportunities where technology meets creative fun strategy.

Experience

A.I Collaborator

Web Developer

January 2022 - Present (4 years 7 months)

Remote

- Website & Landing Page Development: Build, test, and deploy clean, scalable, and responsive websites and conversion-focused landing pages from scratch or using modern frameworks.
- Front-End & Back-End Integration: Ensure seamless integration of UI/UX designs, APIs, and databases to deliver optimal performance and functionality.
- Client & Cross-Functional Collaboration: Work closely with designers, project managers, and clients to understand requirements, propose technical solutions, and deliver projects on time.
- Performance Optimization: Monitor and improve website speed, SEO best practices, mobile responsiveness, and overall user experience.
- Maintenance & Troubleshooting: Perform regular updates, fix bugs, and ensure robust security and reliability across all web properties.

BLKPP DIY

Data Analyst

April 2026 - June 2026 (3 months)

Yogyakarta, Indonesia

- Analyzed large-scale online retail datasets using SQL and Python to uncover sales trends and customer behavior patterns.

- Built customer segmentation models using RFM analysis to identify high-value, loyal, and at-risk customers.
- Implemented Apriori-based association rule mining to discover frequently purchased product combinations and recommend bundling strategies.
- Designed and developed interactive Power BI dashboards for sales monitoring, customer insights, and business performance tracking.
- Delivered data-driven recommendations that supported marketing, inventory, and customer retention initiatives.
- Collaborated with stakeholders to translate business requirements into analytical solutions and visual reports.

Technical Projects & Deployment

- Developed and deployed a Market Basket Analysis Web Application using Streamlit.
- Published analytical solutions through cloud-based deployment platforms, enabling real-time access to insights and recommendations.
- Integrated machine learning and data mining models into production-ready applications.
- Maintained project documentation, GitHub repositories, and deployment pipelines to support collaboration and reproducibility.

Qwords Cloud Web Hosting Indonesia

Billing Representative

July 2016 - March 2021 (4 years 9 months)

Sleman, Yogyakarta, Indonesia

- Provides billing clients email or ticketing
- researching answers; guiding client through corrective steps for ordering.
- Monitoring compliance about invoices with service agreements.
- Ordering SSL, Vetting, Re-issue, provide Certificate SSL.

PT Web Media Technology Indonesia

Technical Support

October 2013 - July 2015 (1 year 10 months)

- Provides clients by identifying problems; researching answers; guiding client through corrective steps.
- Improves client references by writing and maintaining documentation.
- Participates in development of client training programs by identifying learning issues; recommending instructional language.
- Avoids legal challenges by monitoring compliance with service agreements.

- Improves system performance by identifying problems; recommending changes.
- Accomplishes information systems and organization mission by completing related results as needed.

Tribun Network - KG Media

Database Administrator

May 2011 - January 2012 (9 months)

- Managing News Database Server
- Technical Support
- Backup Management System

LP3i Indonesia

Lecturer

May 2010 - October 2011 (1 year 6 months)

- Teaching My-SQL Server Database
- Teaching Adobe Flash Animation & Multimedia Presentation
- Prepared monthly / weekly report

Pelita Bangsa International School

IT Support Technician

August 2008 - July 2010 (2 years)

Kota Bandar Lampung

- Manage the all computers network lab, teachers and staff rooms.
- Data protection and Backup System Finance server, all staff computers
- SIS Web School, SIS School Email, Teaching support softwares Net Support School, Net Op, Net Support Manager
- HRD database system, School Library Database system

Education

Universitas AKPRIND Indonesia

Bachelor of Applied Science - BASc, Computer and Information Sciences and Support Services