



NEBRISCA VALONIKA

COMPUTER SCIENCE FRESH GRADUATE

nebrisca0612@gmail.com | +6282122362110 | Jakarta, Indonesia

SKILLS

- Web Hosting & Platform: cPanel, WordPress, Web Hosting
- Cloud & PaaS: Cloud Computing, PaaS
- Technical Support: Technical Support (Troubleshooting, Customer Support)
- Support & CRM Tools: WHMCS, Zendesk

PROFILE

I am a Computer Science graduate from BINUS University with a focus on Database Technology. I have experience in cloud infrastructure, PaaS solutions, and server management through my role at Dewaweb (Dewacloud). I am also skilled in IT helpdesk operations using tools such as Zendesk, WHMCS, cPanel, and WordPress to support cloud client management.

WORK EXPERIENCE

Jan 2025 - Mar 2026

Dewaweb | Full Time

IT Support

- Handled and resolved customer tickets related to hosting, domains, DNS, SSL/TLS, email services, and WordPress, maintaining 97–100% monthly performance scores.
- Managed service administration (renewals, invoicing, payment verification) using WHMCS and Zendesk.
- Achieved **Ninja of the Year** award (2024) with consistent performance ratings of **97.5–100%** over 6 consecutive months and an average ticket resolution rate above **99%**.

Feb 2024 - Jan 2025

Dewaweb | Internship

IT Architect

- Designed and developed 10+ comprehensive Dewacloud workshop modules covering Docker, Kubernetes, and CI/CD, which were published and deployed for official internal training sessions.
- Troubleshot cloud environments including LiteSpeed configuration, access issues, MTR analysis, and environment recovery.
- Configured DNS mappings for WordPress deployments on Dewacloud PaaS.

PROJECT & CERTIFICATION

SCALECON 2025 - REGISTRATION/CHECK-IN TEAM

Managed delegate registration and entry logistics for ScaleCon 2025 to ensure a seamless check-in experience for hundreds of business leaders and AI enthusiasts.

CPANEL PROFESSIONAL CERTIFICATION

Demonstrated expertise in managing web hosting environments by configuring and maintaining Linux-based servers through the cPanel & WHMCS.

JETBACKUP 5 CERTIFICATION

Streamlined data protection and recovery operations by managing automated, multi-destination backup solutions within web hosting environments. (Backup Automation, JetBackup 5 Configuration)

EDUCATION

BACHELOR: BINA NUSANTARA UNIVERSITY

2021 - 2025

Thesis Title: "Developing a Usability Framework for Government Websites: A Multi-Site Heuristic Evaluation Approach"

Computer Science Student | GPA: 3.71 / 4.00

HIGH SCHOOL: SMA REGINA PACIS JAKARTA

2018 - 2021

Natural Science and Mathematics Major