

Louise Malvin Tanaka

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PROFESSIONAL SUMMARY

Detail-oriented IT graduate with hands-on experience in technical support, system maintenance, and administrative operations across healthcare, education, and industrial environments. Currently pursuing a Master of Information Technology and Systems at the University of Tasmania. Reliable and adaptable, with a practical approach to problem-solving and a strong focus on accuracy, efficiency, and learning new technologies.

EXPERIENCE

- IT Analyst** Feb 2025 – Jun 2025
Graha Raya Medika Indonesia
 - Assisted staff and patients with administrative and technical support to ensure smooth daily operations in a busy clinic environment.
 - Maintained accurate records using Microsoft Office tools, supporting stock management and compliance reporting.
 - Contributed to evaluating a new clinic system by gathering user requirements and aligning solutions with workflow needs.
- IT Staff** Aug 2024 – Jan 2025
Sinarماس World Academy Indonesia
 - Provided IT and administrative support to students and staff, ensuring reliable operation of school systems and services.
 - Resolved technical issues across macOS, Windows, and AV systems to maintain a stable digital environment.
 - Supported the setup of digital tools and resources used for classroom and administrative purposes.
- Packer** Aug 2019 – Sep 2019
Szaidel Cosmetic GmbH Bruchmühlbach-Miesau, Germany
 - Supported production and packaging processes within the cosmetics industry, ensuring product quality and consistency.
 - Worked efficiently and accurately as part of a small team in a fast-paced environment.

EDUCATION

- University of Tasmania** Jul 2025 – Jun 2027
Master of Information Technology and Systems Australia
- Saarland University** Oct 2019 – Oct 2023
Bachelor of Science in Cybersecurity Germany

SKILLS AND INTERESTS

Technical Support: Troubleshooting software, hardware, and network issues across macOS and Windows systems.
System Maintenance: Experienced in maintaining and documenting IT systems and administrative processes.
Problem-Solving: Identified and resolved issues efficiently in operational and technical environments.
Attention to Detail: Ensured accuracy in technical documentation, data entry, and record keeping.
Adaptability: Quickly learned new tools, workflows, and technologies in diverse workplaces.

LANGUAGES

- Indonesian** Native
- English** Professional
- German** Advanced (C1 Level)
- Chinese** Intermediate (HSK 3 Level)

REFERENCES

Available upon request.