

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

Graha Raya Medika

Feb 2025 – Jun 2025

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

Sinarmas World Academy

Aug 2024 – Jan 2025

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

Szaidel Cosmetic GmbH

Aug 2019 – Sep 2019

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

Master of Information Technology and Systems

Jul 2025 – Jun 2027

Australia

• Saarland University

Bachelor of Science in Cybersecurity

Oct 2019 – Oct 2023

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.