

MUHAMMAD HAFID ALI

IT Support Specialist • Database Engineer • AI Agent Developer

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PROFESSIONAL SUMMARY

IT support specialist with **3+ years** of hands-on experience in hardware consulting, SQL Server database administration, and SEO. **AI Agent Developer** skilled in deploying intelligent automation systems using OpenClaw and Hermes for scalable digital operations. Proven ability to execute zero-downtime infrastructure migrations (Windows Server 2008→2019, SQL Server 2012→2022) for companies with **20+ branch offices**. Cum Laude graduate (GPA 3.91/4.00) with expertise spanning ERP systems (Dynamic NAV, iSys Manufacturing), networking, and full-stack support.

PROFESSIONAL EXPERIENCE

PT Royal Sukses Makmur

Mar 2026 – Present

AI Agent Developer | Tangerang

- Deploy intelligent automation systems using **OpenClaw** and **Hermes Agent** for scalable digital operations.
- Build **multi-agent workflows** using Hermes Agent with persistent memory and skill system for autonomous task execution.
- Integrate AI agents with messaging platforms (**Telegram, Discord**) to execute tasks in real-time.
- Deploy AI agent infrastructure on **Linux VPS** with resource optimization and monitoring.
- Perform **browser automation** and web scraping using Playwright and stealth techniques.

PT Royal Sukses Makmur

Nov 2022 – Mar 2026

IT Support & SEO — Support Team | Tangerang

- Managed IT infrastructure for **20+ branch offices** across Indonesia, handling **500+ technical tickets/month** with remote monitoring and troubleshooting.
- Maintained and optimized **150+ workstations** including routine hardware maintenance, application installation, and OS configuration (Windows, Linux, macOS).
- Executed daily backup/restore operations for historical databases and critical company data.
- Achieved **#1 Google ranking** for target keywords through meta tag optimization, content strategy, and CPC campaigns via Google Ads.
- Built and deployed company profile website (www.ptroyalsukses.com) — responsive design with peer-to-peer wireless data transfer implementation.
- Improved Google Analytics scores through systematic SEO optimization and web hosting configuration (Rumah Web).

PT Usaha Bersama Sukses

May 2022 – Sep 2022

Database Engineer Intern — Support Team | Tangerang

- Maintained server infrastructure, performed OS installations, IP configuration, and monitoring setup.
- Installed and administered iSys Manufacturing application with SQL Server integration and bug error monitoring.
- Led **zero-downtime migration** from Windows Server 2008 to Windows Server 2019 across company infrastructure.
- Executed **SQL Server 2012 → 2022 migration**, successfully connecting iSys Manufacturing with upgraded database.
- Configured server replication for high availability and disaster recovery.

PT Catur Mitra Sejati Sentosa (Mitra10)

Dec 2018 – Dec 2020

Administration Staff — Support Team | Tangerang

- Managed Transfer In/Out data, Purchase Requests, and Delivery Notes using **Microsoft Dynamic NAV**.
- Conducted monthly Stock Opname with WMS, maintaining **high accuracy** between system and physical data.
- Ensured **100% on-time delivery** to customers through efficient workflow and accurate data management.
- Maintained up-to-date pricing across all inventory items in ERP system.

EDUCATION

S.Kom — Information Technology

2021 – 2025

Universitas Insan Pembangunan Indonesia, Tangerang

GPA: 3.91/4.00 — Cum Laude

Vice Chairman, Himpunan Mahasiswa Teknologi Informasi (HMTI) 2023–2024 — Led 5 divisions, coordinated programs, and drove organizational performance.

TECHNICAL SKILLS

AI & Automation: OpenClaw, Hermes Agent, AI Agent Deployment, Multi-Agent Workflow, Persistent Memory

Browser & Scraping: Playwright, Stealth Automation, Web Scraping, Browser Automation

Database: SQL Server 2012–2022, Backup & Restore, Performance Tuning, Migration

Operating Systems: Windows Server 2008–2019, Windows 7–11, Linux (Ubuntu), macOS, VPS Administration

ERP: Microsoft Dynamic NAV, iSys Manufacturing

SEO & Marketing: Google Ads, Google Analytics 4, Meta Tags, CPC Campaigns

Programming: JavaScript, PHP, SQL, HTML/CSS

Other: Blockchain/Web3, Cryptocurrency, Photoshop, Canva, App Diagrams