

An IT professional with an academic background in Computer Science, majoring in Information Systems, and approximately 4 years of work experience. Skilled in troubleshooting hardware, software, and networks, with strong problem-solving abilities for IT equipment needs, server and network configuration, and managing Quality of Services (QoS) in network infrastructure. Committed to providing optimal technical support and efficient solutions to ensure smooth company operations.

EDUCATION

- Esa Unggul University / Bachelor of Computer Science, Information Systems / GPA 3.03**
West Jakarta, DKI Jakarta / August 2014 - September 2019
- Student Executive Board, Faculty of Computer Science (Head of Advocacy and Political Division), 2016-2017
 - Student Executive Board, Esa Unggul University (Head of Social and Political Division), 2017-2018
 - Esa Unggul University Faculty of Computer Science Alumni Association (General Secretariat), 2024 - Present

WORK EXPERIENCE

- PT Kemala Inti Solusi / Network Engineer / Contract Employee**
South Jakarta, DKI Jakarta / September 2024 - Present
- Configuration of network devices (Mikrotik, Ruijie, Cisco, Unifi, HPE)
 - Network device maintenance (Daily Report, Preventive Maintenance, Corrective Maintenance, Method of Procedure)
 - Network monitoring using tools (PRTG, MRTG, Prometheus, Zabbix, Grafana)
 - Preparing documents and determining devices according to user needs (HLD, LLD, PoC)
 - Layer 2 network troubleshooting in coordination with L1 on each site that needs support
 - Supporting the PT Semen Indonesia Group BUMN project (Managed Service Wi-Fi Access Point)
 - Supporting RSUD Ciawi project (Network Engineer L2)
 - Supporting RS Sarkies Kudus project (Network Engineer L2)

- PT Solusi Teknologi Finansial / IT Support / Permanent Employee**
Alam Sutera, Tangerang / August 2022 - September 2024 (2 Years)
- Ensuring IT equipment and systems run smoothly (PCs, Laptops, Printers, Networks)
 - Providing user support regarding IT equipment technology problems
 - Maintaining company and user data security
 - Maintenance and troubleshooting (hardware, software, and networks)
 - Planning IT infrastructure
 - Managing IT Helpdesk ticketing
 - Installing user hardware (OS, software) in accordance with applicable SOPs

- RS Bina Sehat Mandiri / IT Support / Contract Employee**
West Jakarta, DKI Jakarta / October 2019 - April 2020 (6 Months)
- Ensuring IT equipment and systems run smoothly (PCs, Laptops, Printers, Networks)
 - Providing user support regarding IT equipment technology problems
 - Maintaining company and user data security
 - Maintenance and troubleshooting (hardware, software, and networks)
 - Planning IT infrastructure
 - Managing IT Helpdesk ticketing
 - Installing user hardware (OS, software) in accordance with applicable SOPs

- Esa Unggul University / System Administrator Intern / Internship**
West Jakarta, DKI Jakarta / September 2018 - April 2019 (6 Months)
- Maintaining faculty websites (WordPress)
 - Inputting and editing content for each faculty website as digital promotional media
 - Developing website designs for each faculty (MySQL, XAMPP, WordPress)

CERTIFICATIONS

- Ruijie RCNA - Switching & Routing (September 5, 2026)
- Fortinet - Fortinet Certified Fundamentals in Cybersecurity (December 24, 2026)
- Ruijie RSE - SME Product (May 18, 2025)
- Ruijie RSE - SME Product - CLI (May 15, 2025)
- Ruijie RCNA - WLAN (July 31, 2025)
- Basic Cisco by IDN.ID Network (May 5, 2025)
- Basic Mikrotik by IDN.ID Network (May 5, 2025)

SKILLS

Soft Skills	Hard Skills	Software
<ul style="list-style-type: none">• Leadership• Critical Thinking• Problem Solving• Troubleshooting• Research and Analysis• Consumer Understanding	<ul style="list-style-type: none">• Switching• Routing• TCP/IP• LAN/WAN• SD-WAN• VPN	<ul style="list-style-type: none">• Putty CLI• Microsoft Office• Windows• Linux• WPS Office• Grafana• Prometheus• Zabbix• PRTG• MRTG