

MASDIKA



WORK EXPERIENCE



IT Support Specialist
Smkn1 Gedangan Malang
(4 years, 2 months)

- **Established Local Area Network Infrastructure:** Developed and managed local area network infrastructure within a school environment, including network monitoring, maintenance, and customer internet installations.
- **Server Deployment:** Designed and implemented local and public servers to cater to internal and external requirements, facilitating e-learning and internal system applications.
- **Network Configuration and Problem Solving:** Proficient in network device configuration and troubleshooting, with expertise in areas such as bridging, routing, wireless technologies, firewalls, Quality of Service (QoS), tunnels, and miscellaneous network components.



Technical Support Specialist
PT Herza Digital Indonesia
May 2022 to Present (Contract)
(2 years +)

Server Installation, Setup, and Configuration:

- Proficiently executed server installation, setup, and configuration tasks for Virtual Private Server (VPS) nodes and dedicated servers, tailoring solutions to diverse customer requirements.
- Acquired extensive expertise in data center operations, ensuring the flawless deployment and management of server infrastructure.

Network Monitoring and Security:

- Proactively monitored network health using advanced tools like Grafana and The Dude.
- Utilized graphical representations to monitor bandwidth statistics and traffic patterns effectively.
- Implemented vigilant measures to identify and respond to potential Distributed Denial of Service (DDoS) attacks, safeguarding network integrity.

CONTACT

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RELEVANT SKILLS

Virtualization Platforms:

- VMware ESXi
- VirtualBox
- Virtualizor
- Proxmox

Operating Systems:

- Linux
- Docker
- Windows Server

Server Management:

- cPanel
- WHMCS

Networking:

- Troubleshooting
- Networking

Database Management:

- Databases

Web Infrastructure:

- Web Hosting
- Data Centers
- Problem Solving (related to web infrastructure challenges)

Comprehensive Customer Assistance:

- Delivered comprehensive support to customers, specializing in resolving issues related to VPS services, domain web hosting, and server colocation services.
- Ensured prompt resolution of customers' needs and concerns, cultivating positive and enduring client relationships.

Data Center Deployment:

- Successfully executed the installation of servers and routers within data center racks, meticulously preparing them for deployment.
- Maintained a focus on quality and precision throughout the deployment process, adhering to best practices for data center infrastructure management.

DevOps Engineer**PT Memori Netindo Jaya**

Freelance - 25 Januari 2024

Experience in Setting Up Mail Server with Poste.io:

- Project: Configured and deployed a mail server using Poste.io on a Docker-based environment.
- Set up Docker Compose to run Poste.io as a mail server with a custom hostname, persistent storage, and optimized resource allocation (CPU & RAM).
- Integrated SMTP relay to accelerate email delivery to Gmail and other external domains.
- Enabled SSL certificates using Let's Encrypt to ensure secure connections.
- Performed troubleshooting for email delivery issues, including analyzing logs and testing SMTP connections with telnet.
- Outcome: Successfully deployed a reliable mail server capable of fast email delivery to internal and external domains, with a web-based administration interface.

EDUCATION HISTORY



Network Information Systems and Applications

Smkn1 Gedangan Malang

2019-2023

- Participated in the Level 3 Regional Skills Competition (LKS Wilker) and achieved a 5th place ranking.



Information Systems

Universitas Terbuka

2023-Now

- Currently enrolled as a new student at UT Malang.

VOLUNTEER WORK, AWARDS, CERTIFICATION, AND INTERESTS

WHM Administration Certification (CWA)

Online Exams

2022-2023

Completed an online WHM program, which provided a foundational understanding of cPanel hosting features, explanations, and troubleshooting.

MikroTik Certified Network Associate Certification

Smkn1 Gedangan

2021-2023

I completed the online certification program at SMKN 1 Gedangan Malang, the certification exam discussed the basics of mikrotik and its configuration and troubleshooting as well, etc

Linux System Administration Training

ID-Networkers

Juni 2023

Attained Linux System Administration certification through training conducted from June 26-30, 2023. The curriculum covered various topics, including web servers, DNS servers, Squid, Samba, Zimbra, FTP, databases, troubleshooting, virtualization, and more.



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Introduction to DevOps

Online Exams

Januari 2024

Completed the Introduction to DevOps course at Great Learning Academy, gaining in-depth foundational knowledge of DevOps from basic to intermediate levels