

# 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



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