

ADI SUGITA PANDEY

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SUMMARY

Dynamic and results-driven professional with expertise in DevOps practices, specializing in infrastructure management, application deployment, and automation. Proven ability to collaborate with cross-functional teams to streamline processes and enhance operational efficiency. Adept at troubleshooting issues, integrating APIs, and staying current with emerging tools and technologies. Committed to continuous learning and improvement, with a strong focus on implementing best practices in a fast-paced environment.

WORK EXPERIENCE

IT Ops Manager:

PT. Teleaksess Solusindo - Jakarta

Aug 2023 - Present

- Lead the internal IT support team in our day-to-day IT operations, equipment provisioning, user access management, endpoint maintenance, & contributing to the overall improvement of our IT stack
- Prepare Architecture for new development (Server, Software, Network, Security)
- Provide end-user support to executive staff, and advice regarding standard office applications and best practices as it evolves with company needs
- Support onboarding / off-boarding employees on corporate systems
- Collaborate with development and QA teams to optimize processes and enhance operational efficiency.
- Assist with identifying and addressing basic issues associated with infrastructure, applications, and deployments.
- Create and Implement CI/CD with Jenkins and version control system such as Git.
- Create and update manuals and documentation.
- Continuously explore new tools, technologies, and best practices in DevOps to enhance skills.

IT Ops Staff:

PT. Teleaksess Solusindo - Jakarta

Feb 2023 - Aug 2023

- Service request & complaint handling.
- React to incidents, troubleshoot challenges, and execute root cause analysis.
- Implement automation for repetitive tasks through scripting and configuration management solutions.
- Assist clients in integrating APIs into their systems.
- Performing regularly scheduled maintenance activities to help prevent unexpected failures to the existing system (i.e **Contact Center Management System Server, QRIS payment, Database server**, etc).

Helpdesk Data Management

PT. Infomedia Solusi Humanika – Telkom Witel NTB

Jan 2022 – Dec 2022

- Performing data validation to an existing database on PT. Telkom Witel NTB.
- Troubleshoot fallout data that occur on the system used by PT. Telkom Witel NTB.

Helpdesk Data Management

PT. Kopegtel Palapa Mataram – Telkom Witel NTB

Nov 2018 – Dec 2021

- Migrating client's data from old system (MSAN) to new system (GPON)
- Survey client location who used copper wired internet connection and offer them to migrate to fiber optic internet connection.

Helpdesk Network Logic

PT. Kopegtel Palapa Mataram – Telkom Witel NTB

Sep 2016 – Oct 2018

- Configure migration from ALU device to ZTE device GPON internet connection in PT. Telkom Witel NTB.

SKILLS HIGHLIGHTS

- **Operating System** (Windows, Linux desktop and linux server)
- **RDBMS** (PostgreSQL, MYSQL, MariaDB)
- **Redis**
- **Containerization** (Docker)
- **Kubernetes** (Kubeadm, microk8s, k3s, Google Kubernetes Engine)
- **CI/CD**(Jenkins)
- **VOIP** (Asterisk)
- **Virtualization** (Proxmox, Virtualbox)
- **Programming Language** (Python, Java, PHP, javascript, go programming language)
- **Load Testing Tools** (Jmeter, Locust)
- **Bash / Shell script / CLI**
- **Software and hardware installation**
- **Networking** (TCP, UDP, SMTP, Firewall, Load balancing, Wireshark)

ACHIEVEMENT

Best HD Data Management Telkom Mataram 2022

EDUCATION

Universitas Mataram

- S1 Teknik Informatika