

BAGUS ILHAM SANTOSO

IT Infrastructure | IT System and Operations | Data Center Engineer
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SUMMARY

IT professional with 7 years of experience in IT infrastructure, networking, and data center operations. I am skilled in troubleshooting and repairing, system administration, and IT asset management. Strong analytical skills with a proactive approach to problem-solving in fast-paced environments.

EXPERIENCE

PT. NTT Indonesia – Jakarta, Indonesia

MS Client Service Desk Agent – *Data Center (July 2023 – Present)*

- Monitored and logged data center alarms to ensure all tickets on ServiceNow met SLA targets.
- Managed incident notifications, maintenance updates, disaster alerts, and general event reporting.
- Handled client service requests for data center operations, including access requests, remote hands services, visual inspections, and interconnection troubleshooting.
- Oversaw rack workflows, assigned and managed white space, monitored power and cooling, and coordinated Colocation infrastructure changes with client approvals.
- Administered access control management, coordinated rack deliveries, assisted in audits, ensured compliance with security policies, and maintained key box and access card documentation.
- Collaborated with internal teams to coordinate audit and operations activities for the data center.
- Provided first-call resolution, updated clients on service requests, worked with resolver teams, generated reports, identified process improvements, performed initial diagnostics, and maintained fault records.

PT. Intikom Berlian Mustika - Jakarta, Indonesia

IT System and Operations – *onsite PT. BCA and PT BCA Digital (BLU) (April 2020 – November 2022)*

- Provided IT operations support to users, ensuring the smooth functioning of laptops, printers, and scanners.
- Troubleshoot hardware, software, and basic network issues for employees.
- Deployed and configured Windows & MacBook devices, ensuring all necessary software was installed.
- Managed user request by tickets with the JIRA application.
- Documented daily Checklist Server Room.
- Managed Active Directory accounts and coordinated with IT security for licensing in Azure Cloud.
- Monitoring and troubleshooting FortiGate routers, FortiAP, FortiClient, and Cisco AnyConnect.
- Documented incidents and generated daily & monthly reports.
- Maintained and managed IT assets in collaboration with IT governance and vendors.

PT. Arhapro – Bogor, Indonesia

Staff IT (*September 2017 – April 2020*)

- Provided technical support by troubleshooting and resolving hardware, software, and network issues.
- Installed, configured, and maintained computer systems, printers, scanners, and fingerprint devices.
- Repaired and upgraded desktops, laptops, printers, and scanners to optimize performance.
- Implemented and troubleshoot Access Point, Routers and Switches.
- Set up and managed CCTV, DVR, and security systems for offices and manufacturing areas.
- Managed ERP software, performed database backups, and maintained Microsoft Access databases.
- Planned, implemented, and monitored IT infrastructure and security solutions.
- Collaborated with vendors to develop the company's website.
- Managing IT assets and make a documentation.
- Monitored network traffic and devices using ZABBIX.

EDUCATION

Binus University Online Learning 2023 – Present (Final Semester)
Bachelor's degree in computer science
GPA: 3.57 / 4.00

STMIK Bani Saleh 2019 – 2022
Associate degree in computer engineering
GPA: 3.60 / 4.00

PROJECTS

- **IP Phone Development** (PT NTT Indonesia) – Deployed and configured IP Phone systems to improve communication efficiency and VoIP integration within the organization.
- **SAN (Storage Area Network) Deployment** – Installed and configured Synology SAN for optimized storage management and data redundancy.
- **End Device Standardization** (PT BCA Digital) – Developed and implemented standardized device specifications to enhance security, performance, and compatibility across the organization.
- **SD-WAN Configuration** (PT BCA Digital) – Configured and optimized SD-WAN infrastructure, improving network reliability, security, and performance.
- **Company Profile Website Development** (PT Arhapro) – Designed and collaborated with vendors to develop a company profile website, enhancing corporate branding and online presence.

CERTIFICATION AND COURSES

Professional Certification

- FCF (Fortinet Certified Fundamentals) by Fortinet (2023 - 2026)
- FCA (Fortinet Certified Associate) by Fortinet (2023 - 2026)
- MTCNA (MikroTik Certified Network Associate) by MikroTik Academy (2020 - 2023)

Technical Courses

- ServiceNow IT Leadership by LinkedIn Learning
- Cloud Practitioner Essentials by Dicoding
- Menjadi Google Cloud Engineer by Dicoding

SKILLS

Soft Skills

- Decision Making
- Strategic Planning
- Critical Thinking and Problem Solving
- Collaboration and Team Work
- Good Communication

Hard Skills

- Linux and Windows Server
- Web Programming & Development
- Networking and Security
- Database Management