IZZUDIN ALQASSAM

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SUMMARY

IT professional with 3 years nearly of hands-on experience in IT operations, system administration, technical support, and software development. Proven ability to deploy scalable infrastructure solutions using automation and containerization. Strong foundation in Linux systems, cloud technologies, AI model deployment, and IoT integration. Adept at solving technical challenges under SLA constraints, coordinating across teams, and ensuring high availability of enterprise systems.

EXPERIENCE

IT Technical Operations Engineer

PT Nodeflux Teknologi Indonesia   **February 2025 - Present，Jakarta, Indonesia**

- Engineered scalable AI deployment pipelines using Docker containerization, enhancing system portability and consistency across 100+ edge nodes.
- Automated deployment processes via shell scripting, reducing manual configuration time by 70% and improving DevOps efficiency.
- Managed and maintained Ubuntu-based server infrastructure, achieving over 99.9% system uptime across all production environments.
- Deployed observability stack (Grafana, Prometheus, node_exporter) to monitor real-time system health, reducing incident response time by 60%.

IT Support Internship

PT Cahaya Jakarta Group   **January 2025 - February 2025，Cikarang, Indonesia**

- Automated Windows Server Update Services (WSUS) using Task Scheduler, achieving 100% patch compliance on 100+ devices.
- Resolved daily support tickets for endpoint devices with an average resolution time under 10 minutes.
- Oversaw inventory and maintenance for 120+ IT assets, improving equipment availability by 20%.

IT Programmer Internship (MSIB BATCH 7)

PT Jababeka, Tbk   **September 2024 - January 2025，Cikarang, Indonesia**

- Developed a web-based attendance system using RFID & ESP8266, increasing accuracy and reducing manual entry by 50%.
- Integrated IoT logs with MySQL databases for real-time check-in/out monitoring of 100+ employees.
- Designed accounting software for the EHS department, reducing manual reporting workload by 50%.

Lecture Assistant Technical Support

Universitas Bina Sarana Informatika   **May 2024 - September 2024，Cikarang, Indonesia**

- Prepared and verified 100% of classroom tech setups prior to sessions, supporting over 50 lecturers weekly.
- Resolved technical disruptions in under 10 minutes in 95% of support cases during live classes.
- Monitored campus-wide computer labs and network, detecting and resolving issues within 5 minutes.

IBM Cloud & Cyber Security Internship (MSIB BATCH 5)

PT Kinema Systrans Multimedia (Infinite Learning)   **August 2023 - January 2024，Batam, Indonesia**

- Administered 10+ Linux-based virtual machines using Red Hat Enterprise Linux (RHEL), configuring user roles, file permissions, and secure access in compliance with system hardening standards.
- Detected and responded to 50+ potential cybersecurity incidents using IBM QRadar X, improving threat response time by 45% across monitored cloud environments.
- Maintained IBM Cloud infrastructure with 99.9% service uptime, supporting the stability of enterprise test environments during internship projects.
- Implemented firewall rules and security policies across 10+ instances, reducing exposure to unauthorized access attempts by 60%.

IT Support Internship

PT Prima Unggul Persada   **May 2023 - August 2023，Tambun, Indonesia**

- Provided on-site support for 50+ users, resolving helpdesk tickets within 20 minutes on average.
- Led preventive maintenance routines, reducing hardware failure incidents by 30%.
- Managed backup routines and implemented cybersecurity best practices, ensuring data integrity.

EDUCATION

Bachelor of Information Technology

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- Selected for and successfully completed two Kampus Merdeka MSIB cohorts (Batch 5 & 7), involving hands-on experience in system administration, cloud computing, cybersecurity, and full-stack web development.
- Earned national certifications from BNSP as a Program Analyst and Network Administrator, validating technical expertise and professional competency.

SKILLS

Languages

- Indonesian (Native), English (Intermediate)

Technical Skills

- **System Administration**: Red Hat Enterprise Linux (RHEL), Ubuntu, user and permission management, firewall configuration, system hardening

• **Cloud & DevOps**: IBM Cloud, AWS (basic), Docker, Docker Compose, CI/CD pipelines (GitHub Actions), system monitoring (Grafana, Prometheus, node_exporter)

• **Security Tools & Practices**: IBM QRadar X, WSUS patching, antivirus deployment, incident response, endpoint protection, backup and disaster recovery

• **Programming & Web Development**: PHP, React, Tailwind CSS, RESTful APIs, Git

• **Databases**: MySQL, PostgreSQL

• **IoT & Embedded Systems**: ESP8266, RFID integration, hardware-software interfacing

• **Networking**: Network troubleshooting, asset lifecycle management, endpoint configuration, Mikrotik configuration, Cisco Packet Tracer

Soft Skills

• Problem-solving under SLA, cross-functional collaboration, technical documentation, time management, client communication, attention to detail, continuous learning