NUGROHO ADY SUSANTO

nugrohoadysusanto455@gmail.com
(+62) 896 0106 1642
www.linkedin.com/in/nugroho-ady-susanto
nugroho-ady.mochiii.my.id
South Jakarta, DKI Jakarta, 12210.

ABOUT ME

I am Nugroho Ady Susanto, an IT professional who has experience as a IT Infrastructure Analyst at PT idsMED, responsible for managing IT infrastructure, provide daily support for HO and branches, collaborate & coordinate with IT Corporate regarding projects, and have led idsMED projects several times. I am currently studying Informatics Engineering at Budi Luhur University. My focus on IT Infrastructure, IT Support, Network Engineering and System Administrator. I am a person who can adapt quickly, can work well with others, and have effective communication skills to collaborate with other teams, departments and vendor. In addition, I have strong problem-solving abilities and like to keep up with technology to stay relevant in today's industry.

WORK EXPERIENCE

IT Infrastructure Support - Analyst, PT IDS Medical Systems Indonesia
February 2024 – Mei 2025 / DKI Jakarta

- Provide daily support for idsMED user issues at the Head Office and branches via phone, Teams, email, and ticketing system.
- Configure, monitor, maintain, and replace network devices, CCTV, video conference and other IT infrastructure at the HO and branches.
- Apply technical skills to diagnose and troubleshoot software, hardware, operating system, network issues, and more.
- Complete tasks according to requests and agreements in the ticketing system and ensure the SLA of the team and me is more than 90%.
- Communicate with vendors regarding disruptions, maintenance, and spare part replacements.
- Coordinate with the corporate IT team on projects related to networks, security, software, devices, licenses and more.
- Collaborate in idsMED projects including Domain Migration, BitLocker Implementation, Core Switch backup for HO and branches, develop and update policies, evidence and SOPs to ISO 27001:2022, enroll MDM, and more.
- Lead small scale idsMED projects such as office movement, AP area optimization, CCTV upgrade, Vicon installation and others.
- Perform protect recovery and data, software, operating systems, and networks by coordinating with the corporate IT team and educating new employees.
- Create documentation related to hardware, software, networking, and other issues, and create playbooks related to Vicon, Wi-Fi staff and more.
- Set up new user and device accounts and manage company assets, oversee asset turnover and ensure devices and users compliance with DIT SOPs & Policies.
- Prepare and maintain events and meeting rooms.

IT Support, CV Printerust Media
December 2022 - December 2023 / DKI Jakarta

- Provide technical support to computers, laptops, and internet users.
- Troubleshooting Software, Hardware, Operating Systems, Drivers, LAN, and Wi-Fi.
- Maintaining and managing IT infrastructure.
- Performed network installations for users and printing machines.
- Creating Front End Web using HTML, Tailwind, and JavaScript.
- CCTV installation, troubleshooting, and monitoring.
- Perform data backup and data recovery related to customer files.
- Creating Troubleshooting Records and Documentation.
- Establish communication with printing machine technicians.
- Back up the work of other divisions.

EDUCATION

Budi Luhur University, Informatics Engineering (3.66/4)
Jun 2023 - Present, DKI Jakarta

Vocational High School State 19 Jakarta, Multimedia (85.38/100)
Jun 2019 - Jun 2022, DKI Jakarta

SKILLS

- Hardware, Software, Operating System, Server and Network Troubleshooting and Configuration.
- Cisco, Mikrotik, FortiGate, HPE Aruba, Sangfor, Ubiquity, Cato, Ruijie Product.
- vSphere, Proxmox, Hyper-V, VirtualBox, Windows Server, Linux Server, Windows, Linux, and macOS.
- VPN Server, Proxy, Mail Server, Web Server, CCTV, NVR, DVR, PABX, Printer and Scanner.
- Microsoft Entra & Microsoft Intune.
- IT Asset Management, IT Operation & Policy, IT Vendor Management, IT Governance and Compliance.
- Intermediate: Python, PowerShell, Tailwind, JavaScript, Next JS, HTML & CSS.
- Basic: GitHub, SQL, MySQL & PHP

SIDE JOBS

Network Device Installation & Activating License, BG Si & RSCM
Juni 2025, DKI Jakarta
Performed installation and configuration of network device such as Fortigate Firewall, Aruba & Ruijie Switch. And activate license Cloudflare and NordVPN.

Server Installation, United Nations Development Programme (UNDP)
February 2025, DKI Jakarta
Performed installation and setup of Dell Server, including ESXi and vCenter configuration and activation.

Network Design and Installation, PT Berkembang Selaras Daya
July 2024, DKI Jakarta
Designed and installed network infrastructure for the new office, including switches, access points, and LAN cabling.

Certification

● CCNA Network Engineer	Digital Talent Scholarship
● CCNAv7: Enterprise Networking, Security, and Automation	Cisco Networking Academy
● CCNAv7: Switching, Routing, and Wireless Essentials	Cisco Networking Academy
● CCNAv7: Introduction to Networks	Cisco Networking Academy
● Mini Class Mikrotik	ID-Networkers
● Mikrotik Fundamentals	ID-Networkers
● Linux Fundamentals	ID-Networkers
● Microsoft Azure Security, Compliance, and Identity Fundamentals	Mereka
● DevOps Fundamentals	Dicoding
● Technical Support	Coursera