NUGROHO ADY SUSANTO

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ABOUT ME

I am Nugroho Ady Susanto, an IT enthusiast who has experience as a IT Infrastructure Support at PT idsMED, responsible for managing IT infrastructure, providing support for head office and branches and collaborating and leading projects. I am currently studying Informatics Engineering at Budi Luhur University. My focus is on IT infrastructure, including network, sys admin and others. I am a person who can adapt quickly, can work well with others, and have effective communication skills to collaborate with other teams and departments. 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, PT IDS Medical Systems Indonesia
February 2024 - Present / DKI Jakarta

- Apply technical skills to diagnose and troubleshoot software, hardware, operating system, network issues, and more.
- Provide daily support for idsMED user issues at the Head Office and branches via phone, Teams, email, or ticketing system.
- Configure, monitor, maintain, and replace network devices, CCTV, and other IT infrastructure at the HO and branches.
- 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 account and device as well as manage company assets and oversee asset turnover.
- 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 Firewall, HPE Aruba, 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

Server Installation, UNODC
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