Avief Rian

IT Infrastructure Lead

Experienced IT professional with over five years of expertise in IT Infrastructure, Networking, and System Administration. Proven track record of planning, implementing, and managing IT projects and infrastructure for organizations, including BPO environments, ensuring optimal uptime, data security, and efficient operations. Experienced in team leadership, automation, and systems optimization to drive productivity and meet strategic objectives.

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Work Experience

IT Infrastructure Lead
PT Konvergensi Mitra Solusi
2022 - 2024

- Planned and directed IT infrastructure projects, managing teams for network and hardware maintenance across server applications and Data Centers.
- Oversaw server and Data Center software configuration and maintenance, including LAN/WAN, routers, switches, firewalls, and physical servers.
- Maintained uptime and availability for critical infrastructure, including backup power solutions.
- Developed documentation for Incident Reports, Reason for Outage, and Investigation Reports.
- Established and implemented data security policies aligned with ISO 27001 standards.
- Deployed automation solutions for process efficiency, such as automatic call routing and autobackup systems.

IT Supervisor
PT Konvergensi Mitra Solusi
2020 - 2022

- Provided Tier 2 support, resolving network, server, and hardware/software issues.
- Configured networking devices (Mikrotik, Unifi, Cisco) and installed routers, switches, access points, and servers.
- Created IT team reports, including helpdesk ticketing challenges, SLA compliance, and system monitoring.
- Real-time monitoring and troubleshooting of telephony systems, CRM, and other essential applications to ensure operational continuity.

IT Support & Helpdesk
PT Konvergensi Mitra Solusi
2019 - 2020

- Provided Tier 1 support for hardware issues (computers, headsets, phones, printers).
- Installed and configured OS (Ubuntu, Debian, CentOS, Windows) for operations.
- Managed software installations, updates, and network troubleshooting for consistent connectivity.
- Prioritized and resolved tickets based on urgency and importance.

IT Support (Internship)
PT Eastparc Hotel Tbk
April – October 2019

- Troubleshot common issues (internet, printers, software), conducted hardware maintenance, and supported software installations.
- Conducted routine checks on hardware, particularly WiFi Access Points, to ensure connectivity across the property.

Skills

Technical Proficiency:

- **Networking:** Extensive knowledge of network protocols and hardware, including Mikrotik, Unifi, Cisco, and network troubleshooting tools.
- **System Administration:** Experienced in managing virtual and physical servers, network infrastructure, backup strategies, and ISO-compliant security protocols.
- **Virtualization:** Skilled in Proxmox, VMWare, and VirtualBox environments, with experience in server clustering and high availability configurations.
- **Monitoring & Automation:** Proficient in Zabbix, Grafana, The Dude, and automation through Cron and rsync.

Tools & Software Expertise:

- **Networking & Monitoring:** Winbox, Zabbix, PRTG, Grafana, Wireshark, Zerotier, Wireguard
- **Virtualization & Cloud:** Proxmox, VMWare, VirtualBox
- **Storage & Backup:** Synology, TrueNAS, Drobo, Clonezilla, GParted, EaseUS
- **Database & Administration:** DBeaver, Heidisql, Navicat
- **Others:** GLPI, SnipeIT, CMDBuild, Powershell ISE, FileZilla, MobaXterm

Education

2015 - 2019

Universitas Amikom Yogyakarta

Bachelor's in Informatics Engineering - Concentration in Network Computing

2012 - 2015

Muhammadiyah 3 Vocational School Yogyakarta

Major: Computer Network Engineering

Certifications

- **Cisco Networking Academy - CCNA Routing and Switching**: Introduction to Network
- **K3 General Expert Certification** - Occupational Health & Safety
- **Field Industrial Practice Certification** - UNRIYO Yogyakarta (Computer & Network Maintenance)
- **IT Support Training** - Eastparc Hotel Yogyakarta

Language

- Indonesia - Native Language
- English - Intermediate

Key Projects & Achievements

- **Asset Management System Implementation**
  - Designed and deployed a comprehensive asset management system using open-source tools (GLPI, SnapIT & CMDBuild), incorporating **Fusion Inventory Agent** for automated data collection of PC assets on Active Directory.
- **Telephony System Development**
  - Successfully implemented an open-source telephony system (Issabel PBX) to streamline call routing and reporting for better call center operations.
- **Network and Server Monitoring**
  - Set up real-time network and server monitoring solutions with **Zabbix** and **Grafana**, alongside Telegram bot integration for instant notifications using The Dude (Mikrotik).
- **Server Virtualization and High Availability**
  - Led a server migration project from physical to virtual servers using Proxmox clustering for increased availability and resilience, supporting multiple business-critical applications.
- **Cloud to Local Server Migration**
  - Successfully planned and executed the migration of corporate servers from cloud infrastructure to on-premise servers, optimizing resource utilization and cost.