HENDRO TIRTA ANGGARDI

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OBJECTIVE

IT Support Technician with hands-on experience in network configuration, server management, and IT infrastructure support. Skilled in maintaining access points, switches, routers, and Windows/Linux servers while troubleshooting hardware and software issues. Strong problem-solving and communication skills with a commitment to delivering reliable and secure IT solutions.

EDUCATION

Pamulang University — 2020 - 2024
Bachelor Degree of Computer Science — Major GPA : 3.46 / 4.00

WORK EXPERIENCES

Yasmin Hotel Karawaci — January 2025 - Current
IT Support

- Implemented and maintained hotel IT infrastructure, including internet distribution via access points, switches, and routers.
- Designed and executed fiber optic and UTP cabling projects to integrate a new Internet Service Provider (ISP) and ensure stable connectivity.
- Configured and monitored network devices (routers, switches, wireless access points) and performed routine troubleshooting for hardware, software, and operating systems.
- Provided technical support and user training during the deployment of the VHP Hotel Management System (HMS).
- Oversaw installation and maintenance of CCTV systems (Imou cameras with Hikvision NVR) to enhance hotel security.

Creative Indigo Production — July 2024 - December 2024
IT Support (Internship)

- Installed, configured, and maintained Windows/macOS operating systems, supporting applications, and performed hardware upgrades (SSD, RAM).
- Diagnosed and resolved hardware and software issues to ensure system reliability and user productivity.
- Administered network infrastructure, including Mikrotik configuration, and monitored routers, switches, and access points.
- Managed server operations (Alto mail server, Wi-Fi access points, remote desktop access) to support team collaboration.
- Set up small-scale networks for studio shoots and maintained file sharing libraries to streamline production workflows.

The Sultan Hotel Jakarta — January 2020 - June 2020
IT Support (Internship)

- Installed and configured Windows operating systems, supported applications, and performed troubleshooting for hardware, software, and network issues.
- Managed IT infrastructure including LAN cable installation, access points, switches, routers, and Mikrotik bandwidth management to ensure stable connectivity.
- Implemented and maintained hotel systems such as VingCard room access cards and prepared daily IT operations reports for documentation and evaluation.

SKILLS

- Maintenance & Repair Hardware and Software
- Networking (LAN/WAN, TCP/IP, VLAN, DHCP, DNS)
- Mikrotik (Routing, Firewall, Bandwidth Management)
- Wireless Network Configuration (Access Point & Hotspot Management)
- Installation Operation System (OS)
- CCTV Installation & Monitoring
- IT Security (Encryption, Firewall, Antivirus, and Access rights management)
- Server Management
- Programming (PHP, HTML, CSS, Laravel)
- Database Management (MySQL, PostgreSQL)
- Analytical thinking and innovation
- Communication and interpersonal skills

TRAINING

Cisco Networking Academy

- CCNA: Switching, Routing, and Wireless Essentials
- CCNA: Routing and Switching - Introduction to Network

Digital Talent Scholarship

- VSGA BNSP Certification - Junior Graphic Designer
- VSGA BNSP Certification - Junior Cyber Security