Agung Adi Saputra

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Kota Yogyakarta
Daerah Istimewa Yogyakarta

SUMMARY

Operations-focused Support Engineer with a background in Application Software Engineering. Experienced in production support, log-driven troubleshooting, and basic backend/web development through internships and freelance work. Comfortable working close to production systems and improving operational tasks through hands-on learning and automation.

EDUCATION

UNIVERSITAS TEKNOLOGI DIGITAL INDONESIA   **2024 – 2025**
Bachelor of Information Systems (S1)

STMIK AKAKOM Yogyakarta   **2017 – 2021**
Diploma (D3) in Application Software Engineering

SMK Muhammadyah Singkut   **2014 – 2016**
Computer and Network Engineering

WORK EXPERIENCE

Operations Support Engineer (L1)   **March 2023 – March 2025**
PT Dua Empat Tujuh (Solusi247)
- Supported telecom production systems through monitoring, incident triage, and log-based troubleshooting.
- Conducted incident analysis, validation, escalation, and routine operational checks.
- Supported reconciliation processes to maintain service stability under production SLAs.

Environment & Tools:
- Linux, Bash, Monitoring Tools, Log Analysis, Ticketing System, SQL, Reporting.

Support Developer (Operations Focus)   **March 2025 – Present**
PT Dua Empat Tujuh (Solusi247)
- Developed and maintained Bash and Python scripts to automate operational checks, reporting, and alert notifications.
- Supported telecom-grade operational flows with validation and reconciliation processes.
- Worked closely with support teams to reduce repetitive manual operational tasks through automation.
- Continued involvement in production monitoring and incident investigation.

Environment & Tools:
- Linux, Bash, Python, Automation, Monitoring, Log Analysis, Reporting, SQL, Telegram Bot API.

ORGANIZATION EXPERIENCES

HMJ INFORMATICS MANAGEMENT   **March 2020 – July 2020**
General Division, department of communication and information
- I am responsible to coordinating my staff to create feeds and anything about design at all of social media of HMJ Informatics Management and events that related to HMJ Informatics Management.

INTERNSHIP EXPERIENCES

Web Developer   **February 2021 – April 2021**
Web Developer, Butterdrip Yogyakarta
- Developed an internal web application to support data collection and payroll processes.
- Ensured system functionality aligned with business requirements.
- Performed basic testing and bug fixing to maintain application stability.

Web Developer   December 2020 – February 2021
Web Developer, Fearless Screen Printing, Jombang
- Built a web-based system to record incoming orders and support reporting.
- Maintained existing features and assisted with minor improvements.
- Supported daily operational use of the application.

Administration   March 2016 – June 2016
One of the part of Administration, Sarolangun Regional Archives and Libraries, Jambi
- Assisted library administration and borrower services.
- Supported report preparation and basic documentation.
- Helped troubleshoot simple computer, network, and printer issues.

COMMITTEE/EVENTS

Regional Student Sport (POMDA) DKI Yogyakarta 2018   December 2018
Executive Committee Assistant
- Assisted event coordination and logistics preparation.
- Supported equipment setup and operational readiness during events.

OPERATIONAL SKILLS

- Production monitoring and incident triage
- Log-driven troubleshooting
- Operational automation using Bash and Python
- Routine operational checks and reconciliation
- Basic reporting and data validation

PORTOFOLIO

Website : https://agungops.cloud