

Muhammad Avi Majid Kaaffah

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Jakarta, Indonesia

YOB: 1998 | 178 cm | 75 kg | Single



ABOUT ME

Skilled in cloud services from three major brands, namely AWS, GCP, and Microsoft Azure, Linux, Docker, monitoring systems (Node Exporter, Prometheus, Grafana), networking, DevOps, and CI/CD. Holds leading international certifications in the industry, including AWS Certified Solutions Architect - Associate, AWS Certified Cloud Practitioner, MikroTik Certified Network Associate (MTCNA), and Cisco Certified Network Associate (CCNA), which demonstrate a commitment to mastering critical technologies. Has experience working as an IT Support for 3 months. A detail-oriented, adaptable, communicative, and responsible individual with a strong desire to grow, and enthusiastic about gaining practical experience and contributing to innovative projects in a dynamic organization.

EXPERIENCE

IT Support

Jakarta, Indonesia

PT. Accord Innovations Indonesia - PT. Jasa Teknologi Informasi (IBM-JTI)

Nov. 2023 – Feb. 2024

- Collaborated with IBM's IT operations support L1 team during 1-month project to monitor and report on the IT infrastructure used for CRM application used by Indosat Ooredoo Hutchison (IOH). Proactively identified and escalated 20 incidental problems to the L2 team, contributing to the ongoing stability and performance of the system.
- Collaborated with IBM's IT operations support L2 team to monitor the CIAM service for Bank Mandiri, ensuring 100% system uptime over a 2-month period. Actively participated in escalation processes for critical issues, maintaining communication with the L3 team and end-users.

Quality Assurance Internship

Bandung, Indonesia

PT. Telekomunikasi Indonesia, Divisi Digital Service (DDS)

Jul. – Sept. 2018

- Conducted Quality Assurance (QA) testing on 4 telecommunication devices, including routers, access points, and Bluetooth speakers, utilizing industry-standard testing tools to ensure optimal performance and reliability.

EDUCATION

Institut Teknologi Bandung

Bandung, Indonesia

Master of Science in Electrical Engineering

Aug. 2020 – Jan. 2023

GPA: 3.59/4.0

Universitas Diponegoro

Semarang, Indonesia

Bachelor of Engineering (Electrical Engineering)

Sept. 2015 – Dec. 2019

GPA: 3.31/4.0

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

Dec. 2024 – Dec. 2027

MikroTik Certified Network Associate (MTCNA)

Nov. 2024 – Nov. 2027

AWS Solutions Architect Associate

Oct. 2024 – Oct. 2027

AWS Certified Cloud Practitioner

Dec. 2023 – Dec. 2026

<https://www.credly.com/users/muhammad-avi-majid-kaaffah>

COURSE COMPLETIONS

Conversations Class | Cetta English

Jul. 2025 - Now

Cloud Engineer (CompTIA Cloud+) | Course-Net

Jul. 2025

DevOps Engineer Bootcamp | Digital Skola

Mar. - Apr. 2025

CCNA Network Engineer Digitalent Scholarship 2024 | Pusbang Proserti

May - Jun. 2024

AWS SAA-C03 | Udemmy

Apr. 2024

Techcamp 2nd class of 2023 | PT. Jasa Teknologi Informasi (IBM-JTI)

Jul. – Sep. 2023

SKILLS

Technical

AWS | GCP | Linux | CI/CD | Docker | Kubernetes | Ansible | Terraform | Networks | Git | Monitoring System (Node Exporter, Prometheus, Grafana) | Gitlab | Jenkins

Scripting Language

Python | Bash

Language

Bahasa Indonesia (native) | English (TOEFL score: 573)

Portfolio : <https://ikaizen.my.id/>