BAYU LESMANA

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Bekasi Regency - West Java - Indonesia

IT SUPPORT ENGINEER

Experienced IT Support Engineer with strong troubleshooting skills in hardware, software, and system support. Dedicated to delivering reliable technical solutions, minimizing downtime, and ensuring smooth IT operations. Adaptable to new technologies, with a collaborative mindset and a strong focus on user satisfaction.

STRENGTHS AND EXPERTISE

Technical Troubleshooting	Hardware & Software Support	Network Fundamentals
Operating System (Windows)	Ticketing System Management	User Support & Helpdesk
System Installation	IT Management	Data Backup & Security

PROFESSIONAL EXPERIENCE

WIPRO - OMV Petrom - Saipem Indonesia Karimun Yard   **May 2024 - Present**
Field Support

Provided end-user technical support to ensure smooth daily IT operations across the organization. Resolved hardware, software, and network issues efficiently while maintaining high user satisfaction and system reliability.

Roles & Responsibilities:

- Delivered first-level and second-level IT support for desktops, laptops, printers, and peripherals
- Installed, configured, and maintained Windows operating systems
- Troubleshot network connectivity issues including LAN, Wi-Fi, IP, and DNS
- Managed user accounts, permissions, and password resets
- Supported users through ticketing systems, remote tools, and on-site assistance
- Performed routine system updates, backups, and security checks
- Documented technical issues, solutions, and standard operating procedures (SOP)
- Coordinated with vendors and senior IT teams for escalated issues

PT. WT INDONESIA (WIPRO) -Telkomsel & XL Axiata Project   **September 2016 - April 2024**
IT Support Engineer

Roles & Responsibilities:

- Installed, configured, and supported laptops for 250+ users
- Handled ServiceNow tickets for multiple locations
- Managed IT asset inventory, tracking lifecycle and ownership
- Performed EOL (End of Life) asset disposal in compliance with company policy
- Provided compliance support for onsite and offshore WIPRO projects
- Delivered hands-on support for network room equipment including switches and firewalls
- Managed and troubleshot IT equipment such as printers, scanners, CCTV, and fingerprint devices
- Procured EOL replacement devices and coordinated deployment
- Coordinated with onsite users for corporate SIM card requirements

Additional Responsibilities & Achievements:

- Participated in ISO 27001:2013 Internal Audit (Jakarta – Indonesia, IT & Networks Function)
- Participated in ISO 27001:2013 P2 External Audit (Jakarta – Indonesia, IT & Networks Function)

EDUCATION

BANI SALEH UNIVERSITY
Management Information Systems (2003 - 2007)