



BAYU SETIAWAN

TECH SUPPORT

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SUMMARY

I am Bayu Setiawan, a dedicated and solution-oriented IT Support professional with a strong interest in technology and problem-solving. I have experience in providing technical support for hardware, software, and network systems, with a focus on delivering clear, responsive, and user-friendly assistance to both individuals and teams.

WORK EXPERIENCE

PT.Ivosights Tech Support Maret, 2024 – Present

- Manage 150 PC user with OS windows
- Recording and tracking IT assets (hardware, software and licenses)
- Maintaining asset records in management systems with tools excel or snipe it
- Provided end-user support for telemarketing teams, ensuring smooth operation of dialer systems and CRM software.
- Installed, configured, and maintained workstations, headsets, VoIP systems, and network connections.
- Dianose and resolve issues that arise in the application and provide effective solutions
- TCP/IP, DNS, DHCP basics. Router, switch, and access point configuration (LAN/WAN/Wi-Fi). Connection troubleshooting.

PT. Radikari IT Infrastructure

July, 2019 – December, 2023

- Dianose and resolve issues that arise in the application and provide effective solutions
 - TCP/IP, DNS, DHCP basics. Router, switch, and access point configuration (LAN/WAN/Wi-Fi). Connection troubleshooting.
 - Managing users and groups in Active Directory (AD) or other identity management systems.
 - PC and laptop assembly/repair. Component replacement (RAM, HDD/SSD). Software installation and configuration.
 - Manage asset IT infrastructure with tools snipe it
 - familiar with os linux, ubuntu and windows
 - Disable Group Policy Windows
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EDUCATION

SMK BAKTI 17

- Graduated: April, 2015

PROJECTS

- Dedicated IT Infrastructure to project tiket.com customer service → PT Radikari
 - Installed, configured, and deployed Linux-based servers (Ubuntu, CentOS, Debian) in the data center environment → PT Radikari
 - Managing the full asset lifecycle (procurement → deployment → maintenance → disposal) → PT Radikari
 - Integrated BitLocker Drive Encryption to secure endpoints and protect sensitive company data. → PT Radikari dana.id
 - Implemented Active Directory (AD) infrastructure to manage user accounts, groups, and organizational units (OUs) efficiently. → PT Radikari dana.id
 - Understand integration of HTML and CSS for functional and visually appealing web pages. → PT Ivosights Bni lop
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SKILLS

- Hardware & Software Maintenance: Windows OS, Chrome OS , Linux mint
- Ticketing Systems: Zendesk, Jira, Freshdesk
- Remote Support Tools: AnyDesk, TeamViewer, Remote Desktop
- Active Directory (AD) & manage Bitlocker
- Progaming: Basic knowledge, HTML & CSS: Building web page structures and responsive layouts.
- Snipe IT, Manage asset I, Attention to Detail & Accuracy