



# RIZKI CAESAR NOVERDIAN

## ≡ PROFIL

Bachelor of Computer Engineering from STMIK PASIM Sukabumi, experienced in electrical engineering for more than 2 years in PLN company, becoming a partner in electrical work, administration, repair, and maintenance. And experienced in Information Technology for more than 10 years in well-known companies, has proven skills in IT Operations, Project Management, Infrastructure, and Customer Service.

## ≡ SKILL HIGHLIGHTS

- Software and Hardware Troubleshooting
- Server Performance Management
- Infrastructure Project Support
- On-site and Remote Support
- Firewall and IT Security Management
- Windows, Linux, and Mac Environment
- Windows, Linux, and Mac Operating Systems
- SLA's ( Service level Management
- DSM Synology Operation System
- Mikrotik Operation System
- Electrical Engineering

## ≡ EDUCATION

**STMIK PASIM SUKABUMI | 2010 - 2014**  
**S1 Technical Information**

## ≡ EXPERIENCE

### IT

**PT Prawita Karya | 2025 - Currently**

- Create and manage corporate domains using DSM Synology.
- Network infrastructure design using mikrotik.
- Provide technical support for hardware and software issues ensuring smooth operations and minimal downtime for staff.
- Perform routine maintenance and IT system repairs to keep technology infrastructure in optimal condition.
- Perform maintenance and design company websites.

### IT SUPPORT

**PT Bonofactum | 2014**

- Provide technical support for hardware and software issues ensuring smooth operations and minimal downtime for staff.
- Perform routine maintenance and IT system repairs to keep technology infrastructure in optimal condition.
- Manage corporate domains using DSM Synology
- Mikrotik administration.
- Google Workspace enterprise administration.
- Asana apps administration.
- Design and manage company CCTV using NVR.



0822 1111 5315



Rizki.noverdian@gmail.com



Bhayangkara, Sukabumi, West Java



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## IT SUPPORT ANALYST

### PT Dentsu International Indonesia | 2015 - 2023

- Support 1000+ employees in Media, Creative, Function and Management.
- Identity user issue, diagnosing problem and delivering workable solution via phone, email and desk.
- Providing for Apple and Windows devices including Desktop, iMac, Laptop, Macbook and Phone desk.
- Troubleshooting windows devices, apple devices, network devices and printer devices.
- Troubleshooting software including Media Apps, Creatives Apps, Microsoft o365, Active Directroy, SCCM, and Apple Business Manager.
- Opname Asset.
- Prepare and standby offline/hybrid meetings and events.

## ELECTRICAL ENGINEERING & ADMINISTRATION

### PT Sparindo Alfa Persada | 2010 - 2012

- Perform data input, archiving and recording.
- Check, repair and maintain distribution substation electrical systems.
- Install and replace electrical parts and components.

## CERTIFICATIONS

### PT Complus Mediatama Corporindo | 2017 IT INFRASTRUCTURE LIBRARY FOUNDATION V. 3



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