



Diyan Santoso

IT Support

Jl. Bima Sena, Kerobokan, Badung - Bali

☎ 085738127969 | ✉ diyansantoso1992@gmail.com

🌐 diyansantoso.github.io | diyan.eu.org

ABOUT ME

I am a Technical Support professional who assists with issues related to Information Technology (IT). I am passionate, hardworking, and eager to learn new things related to IT. I am proficient in operating computers, troubleshooting, and finding solutions to IT-related problems (Software, Hardware, and Network). I am capable of working well both as part of a team and individually.

SKILL

- Support for Windows, Linux, and macOS operating systems
- Installation, repair, and maintenance of hardware, software, and networks
- Proficiency in TCP/IP protocols, LAN/WAN networks, and VPN
- Experience with networking devices such as Mikrotik, Unifi, and Ruijie

EDUCATION

Bachelor's Degree in Informatics Engineering

STMIK STIKOM Indonesia, Bali (2012 - 2016)

Vocational High School of Computer and Network Engineering.

SMK Canda Bhirawa, Kediri (2007 - 2010)

WORK EXPERIENCE

IT Support

PT. Royal Samitra Adinata (Tamora Group) | Bali | April 2024 – Juli 2025

- Provided daily technical support to employees in resolving hardware, software, and network issues.
- Installed, configured, and maintained computer systems, laptops, and other devices to ensure smooth operations.
- Maintained and managed IT infrastructure, including LAN, WLAN networks, and Mikrotik servers, to support company needs.
- Installed and maintained CCTV systems to enhance security and monitoring within the company.
- Diagnosed and resolved technical issues efficiently to minimize downtime and improve productivity.
- Documented and recorded all technical issues and solutions provided for future reference.

- Conducted training and provided guidance on IT device usage to new employees.

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CV. Bali Villa Service (Tamora Gallery & Square) | Bali | April 2022 – March 2024

- Provided daily technical support to employees in resolving hardware, software, and network issues.
- Installed, configured, and maintained computer systems, laptops, and other devices to ensure smooth operations.
- Maintained and managed IT infrastructure, including LAN, WLAN networks, and Mikrotik servers, to support company needs.
- Installed and maintained CCTV systems to enhance security and monitoring within the company.
- Diagnosed and resolved technical issues efficiently to minimize downtime and improve productivity.
- Documented and recorded all technical issues and solutions provided for future reference.
- Conducted training and provided guidance on IT device usage to new employees.

IT Support

Omniup, Bali | January 2019 – March 2020

- Installed, configured, and maintained the Wi-Fi-based advertising system, ensuring seamless integration with the company's devices and network.
- Provided technical support to the team and users in utilizing the advertising system to maximize marketing effectiveness.
- Set up and configured the hardware and software required for the advertising system.
- Ensured the advertising system operated smoothly through routine maintenance and troubleshooting to minimize operational disruptions.
- Provided training to employees on how to effectively manage and use the advertising system.
- Resolved technical issues related to hardware, software, and networks that could impact the advertising system.
- Documented and reported on the installation and maintenance of the advertising system.

IT Support

Chimplinks, Bali | January 2017 – December 2019

- Installed, configured, and maintained the Wi-Fi-based advertising system, ensuring seamless integration with the company's devices and network.
- Provided technical support to the team and users in utilizing the advertising system to maximize marketing effectiveness.
- Set up and configured the hardware and software required for the advertising system.
- Ensured the advertising system operated smoothly through routine maintenance and troubleshooting to minimize operational disruptions.
- Provided training to employees on how to effectively manage and use the advertising system.
- Resolved technical issues related to hardware, software, and networks that could impact the advertising system.
- Documented and reported on the installation and maintenance of the advertising system.

Teknisi Komputer

UD. Cahaya Mega Computer | Bali | September 2010 – October 2016

- Handled the installation, repair, and maintenance of computer hardware, including desktops, laptops, and printers.
- Diagnosed and resolved software issues, such as operating system installation, application setup, and virus removal.
- Performed troubleshooting on computer networks (LAN, WLAN) to ensure stable and secure connections.
- Provided technical support to users, explaining how to use hardware and software in an easy-to-understand manner.
- Conducted routine maintenance and hardware upgrades to improve computer system performance.
- Managed and tracked the inventory of computer hardware and other devices, ensuring their availability for operational needs.
- Prepared technical reports on issues encountered and the solutions applied for future reference.

LANGUAGES

- Indonesian (Native)
- English (Intermediate)