



DODI MUHAMAD KODAR

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Jln. Kusnadi Belanegar No. 29

IT Professional with 3+ years of experience in Technical Support and Network Operations. Certified MikroTik Routing Engineer (MTCRE) and Network Associate (MTCNA) with hands-on experience in routing protocols, network segmentation, firewall configuration, bandwidth optimization, and network troubleshooting. Currently building hands-on experience in Windows Server administration, Active Directory services, virtualization technologies, and core infrastructure support to transition into IT Infrastructure and System Engineering roles.

Education Level

Universitas Siliwangi - Tasikmalaya City

Aug 2016 - Jul 2021

Bachelor of Informatics, 3.49/4.00

- Best Contributor, Inspirational Story Competition, Siliwangi University (2016)
- Participant, National Hackathon, Atma Jaya Yogyakarta University (2019)
- Participant, IWIC National Hackathon, Indosat Ooredoo Hutchison (2017)

Work Experiences

PT. Jaring Synergi Mandiri - Jakarta

Mar 2024 - Present

Staff IT Helpdesk Support

Costumer Center / Call Center

- Maintained network infrastructure stability using MikroTik devices, implementing Static Routing, Bandwidth Management (Queues), and essential network services (DHCP, DNS, & Firewall) to ensure operational continuity.
- Diagnosed and resolved L1/L2 network connectivity issues (LAN/WLAN), identifying root causes to minimize downtime and ensure seamless user operations.
- Managed technical support tickets effectively, troubleshooting hardware, software, and peripheral constraints to maintain business continuity.
- Performed proactive maintenance on Operating Systems and physical hardware assets to optimize performance and extend equipment lifecycle.
- Generated comprehensive reports on IT support activities, network performance, and issue resolution for management review.

Freelance IT Helpdesk - Tasikmalaya

Aug 2022 - Dec 2023

- Diagnosed and identified user-facing issues through direct (in-person) and remote (ticketing systems, email) communication channels.
- Provided technical guidance and assistance to users for software-related problems, including installation, updates, and configuration.
- Assisted users in troubleshooting and resolving hardware issues involving computers, printers, and other peripherals.

Socialwellbeing.id - Depok

Nov 2021 - Aug 2022

Wordpress Developer

An agri-tech startup dedicated to transforming Indonesian agriculture by enhancing farming skills through modern technology and practices.

- Managed and published essential information and products for public access on the socialwellbeing.id web platform.
- Developed and maintained the company website, focusing on creating pages for ongoing and upcoming project announcements.

Dinas Komunikasi dan Informatika - Tasikmalaya

Jun 2019 - Aug 2019

Internship

A government agency responsible for public services in communication, informatics, state cryptography, and statistics.

- Analyzed the server network's security infrastructure to identify vulnerabilities and common cyber-attack patterns.
- Implemented network security measures by deploying and configuring Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS).

Organisational Experience

Siliwangi Game Developer (SIGADE) - Faculty of Engineering, Siliwangi University

Jan 2018 - Jan 2019

Vice Chairman

A community based in the Informatics Department, Siliwangi University.

Himpunan Mahasiswa Informatika (HMIF) - Faculty of Engineering, Siliwangi University

Jan 2017 - Jan 2018

Staff, Student Resource Management Department

Badan Eksekutif Mahasiswa (BEM) - Faculty of Engineering, Siliwangi University

Oct 2017 - Nov 2017

Logistics Department Member

Skills, Achievements & Other Experience

- **Professional Certifications**  (2025): MikroTik Certified Routing Engineer (MTCRE)
- **Professional Certifications**  (2025): MikroTik Certified Network Associate (MTCNA)
- **Professional Certifications**  (2020): ICT Project Manager
- **Professional Certifications**  (2019): Network Administrator
- **Technical Training & Courses**  (2024): Network Security (Cisco Networking Academy)
- **Technical Training & Courses**  (2024): Digital Talent Scholarship AWS Cloud Developing (Professional Academy)
- **Technical Training & Courses**  (2023): Cloud Practitioner Essentials
- **Technical Training & Courses**  (2022): IT Support
- **Technical Training & Courses**  (2022): Data Analis
- **Journal Publication**  (2021): Jurnal Vol. 7 No. 2 (2021): JuTISI