KAMANDANU TRESNA WIJAYA

IT Infrastructure & IT Support Specialist

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SUMMARY

IT Infrastructure & Support Specialist with almost 15 years of experience ensuring business continuity through high system availability, timely issue resolution, and efficient IT operations. Proven track record in leading infrastructure projects, reducing network downtime, and implementing scalable support systems. Known for reliability, adaptability, and commitment to delivering seamless IT services across diverse organizational needs.

WORK EXPERIENCE

PT. Geoservices - Bekasi , IT Support   **July 2022 - Present**
- Achieved 98% system uptime through proactive IT infrastructure management (servers, network devices, security systems).
- Reduced network downtime by 30% and increased staff productivity by 25% through effective troubleshooting.
- Resolved 95% of issues on first contact, cutting resolution time by 40%.
- Perform seamless system upgrades, migrations, and infrastructure relocation with zero business disruption.
- Developed and maintained a technical knowledge base, reducing troubleshooting time by 50%.

PT. Bahtera Niaga Internasional - Jakarta, IT Support   **July 2011 - July 2022**
- Ensured 98% system uptime via preventive maintenance, server & network management, and automated backups.
- Provided first-line IT support, improving issue resolution time by 40% and supporting business continuity.
- Implemented and maintained CCTV, PABX systems, and developed and maintained company website, increasing online visibility by 50%.
- Assisted in system integration and cross-functional IT projects.

EDUCATION

SMK Toga Terang 2 - Bekasi   **June 2000 - June 2003**
Teknik Mesin Otomotif

CERTIFICATION

- Google IT Support Certificate — Coursera & Google (Apr 2023)
- AWS Cloud Practitioner Essentials — Dicoding (Apr 2021)
- DevOps Training — ID-Networkers (Apr 2020)
- Meta Front-End Development — Coursera/Dicoding (2020–2023)
- Full Stack Web Developer — Binar Academy / Code Artisan (2020–2021)

KEY SKILLS

- System Administration: Windows Server, Linux Server, Active Directory
- Virtualization: VMware ESXi, Proxmox VE, Hyper-V
- Cloud & DevOps: AWS, Docker, Jenkins, Ansible, Git, Nagios
- Networking: Mikrotik, Firewall, Network Security, VSAT
- Hardware & Systems: NAS, PABX, CCTV, Network Printers
- Monitoring & Maintenance: Uptime Management, Backup Automation, Troubleshooting
- Server & VPS Management
- Soft Skills: Problem Solving, Documentation, Team Collaboration