



# GILANG ANDIRA PRATAMA

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Perum Permata Sepatan Blok B6A No1

## About Me

"Computer Science graduate from Esa Unggul University with a strong technical foundation in programming, networking, and hardware. As an IT Operation Specialist, I have extensive experience in technical support, troubleshooting, and enterprise system management. I am proficient in using GLPI for ticket management and possess specialized skills in Audio/Video configuration for corporate events. I am a detail-oriented professional known for rapid problem-solving and adaptability in dynamic operational environments."

## Skills

- The Network Skill (Mikrotik)
- Application Development
- Web Development
- Workstation Lifecycle Management

## Education

### Universitas Esa Unggul | 2024

Bachelor Of Computer Science

### Global English (Non-Formal) 2025

English Master Course

## Experienced

### Technician PT.Misqot Sejahtera Indonesia

September 2019 - Juli 2025

- Optimized network performance for corporate environments by implementing robust Mikrotik and Ubiquiti routing and switching standards.
- Resolved critical network incidents across Local Area Networks (LAN) and Metropolitan Area Networks (MAN), maintaining high customer satisfaction and network stability.

### IT Operation Specialist PT. Panarub Industry

Juli 2025 - September 2025

- Provided rapid Level 1 Technical Support, diagnosing and resolving hardware, software, and peripheral issues (PC, printers, Office suite) to minimize user downtime.
- Managed end-to-end incident tracking using GLPI, ensuring accurate ticketing, monitoring, and timely resolution of IT issues.
- Orchestrated Audio-Visual (AV) operations for corporate meetings and events, managing sound mixers and presentation hardware to ensure seamless execution.