



**Hendro S
Aritonang**
IT Support

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📍 Medan, Sumatra Utara

SUMMARY

Hendro is a flexible, ambitious, competent and always growing as IT Support Helpdesk. He is able to communicate objectively and enthusiast working in a team. Hendro also quickly adapts to the new environment.

EXPERIENCE

Technical Support

10/2021 - Present

Nusa.id Cloud ↗

- Managed and handles Cloud Server
- Build Cloud Server into Mikrotik CHR
- Hosting Configuration especially DNS Record
- Analysis email problems
- Handles tickets from customers
- Check and update invoice/billing customers

IT Helpdesk Support

10/2021 - Present

PT. Media Antar Nusa ↗

- Solved 21 Ticket in a day with Customer satisfaction score 9 (1-9)
- Solved 150+ Ticket in a month
- 2x Best Helpdesk in 2022
- 3x Best Helpdesk in 2023
- Trainer BGP, Tunneling, VPN, Firewall, Bandwidth Management (Mikrotik) for other employee.
- Communicate and handle customer complaint constraints
- Help customers to solved theirs problems
- Distributed Network using Mikrotik as a server to Client
- Handle and Checking Mail Servers

Internship

2021

PT. 2K123

- Monitoring every floor of hotel bandwidth especially speedtest
- CCTV installation

EDUCATION

System Computer

2026

STMIK Triguna Dharma - Bachelor's

Telecommunication Access Network Engineering

2018 - 2021

SMK Telkom Shandy Putra medan - Vocational High School

CERTIFICATES

| | |
|--|-------------------|
| Professional Google Workspace Administrator ↗ Google Cloud | 07/2023 - 07/2025 |
| <ul style="list-style-type: none">• Managed users, groups, OU (Organizational Unit)• Managed role, storage to other users• Managed security center and filtering | |
| Basic JavaScript Programming ↗ Dicoding | 10/2022 - 10/2025 |
| TOEFL Simulation (453) Elskill ID | 2023 |

SKILLS

| | | | |
|--------------------------|--------------|-------------|--------------|
| Web Development | Beginner | Mail Server | Intermediate |
| Workspace Administrator | Intermediate | Mikrotik | Advanced |
| Fiber Optik (OLT to ONT) | Intermediate | | |

LANGUAGES

| | | | |
|---------|--------------|-----------|--------|
| English | Intermediate | Indonesia | Native |
|---------|--------------|-----------|--------|