RAFLI PERMANA PUTRA

IT SUPPORT SPECIALIST | HELP DESK ENGINEER

Wonogiry, Central Java | imraflip.com | imraflip@gmail.com | +6285163636547

SUMMARY

Have a strong foundation in IT troubleshooting, networking, and Linux administration. Experienced in hands-on cybersecurity projects through bug bounty hunting and penetration testing. Seeking an IT Support role to apply technical troubleshooting skills, assist end users, and manage system issues, while building professional experience to transition into cybersecurity.

PROFESSIONAL EXPERIENCE

Independent Security Researcher   **Feb 2024 - Present**

Freelance | Remote

- Reported web vulnerabilities like misconfigurations using Burp Suite and manual testing.
- Discovered a high-severity (P2) bug in Contabo, rewarded with a 1-year VPS.
- Gained hands-on experience with technical troubleshooting, documentation, and communication through responsible disclosure reports.

PROJECTS

Windows Active Directory Lab

- Installed and configured a Windows Server as a Domain Controller, created and managed users, groups, organizational units (OUs), and applied Group Policy Objects (GPOs).
- Automated routine tasks using PowerShell, including password resets and administrative tasks.
- Joined client machines (e.g., Windows 11 VMs) to the domain, tested permissions, and ensured domain-wide management capabilities.

SKILLS

- **Operating Systems**: Windows (installation, troubleshooting, Active Directory administration), Linux (basic CLI), macOS (basics)
- **Networking**: TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting
- **Hardware & Peripherals**: PC/laptop repair, printer and peripheral troubleshooting
- **IT Tools**: Ticketing systems, remote desktop tools (e.g., TeamViewer, AnyDesk), asset tracking
- **Security Fundamentals**: Antivirus, phishing awareness, endpoint protection
- **Support & Communication**: Troubleshooting, knowledge base documentation, user support

CERTIFICATIONS & COURSES

Google IT Support Professional Certificate

TCM Security Practical Help Desk

EF SET English Certificate (C1 Advanced)

EDUCATION

SMA Negeri 1 Baturetno - Wonogiri, Central Java   **Jun 2020 - Jun 2023**

University of the People - Pasadena, CA (Online)   **Enrolled, starting September 2025**

Bachelor of Science in Computer Science