

IGNASIUS WAHYU WIDODO

Jakarta, Indonesia 10640
+6281919755758
iwidodo@outlook.com
<https://iwewe.github.io>

August 12, 2024

The Asia Foundation

San Francisco, CA 94104, USA

RE: Regional Information Technology Manager Asia - Global Information Services (REGIO001262)

Dear The Asia Foundation Hiring Panel,

I am thrilled to apply for the Regional Information Technology Manager - Asia position at The Asia Foundation. With extensive experience in IT leadership within international NGOs and a steadfast commitment to using technology to drive positive change, I am excited about the opportunity to help transform IT operations across your Asia offices. My experience managing complex IT environments, coupled with my passion for driving impactful solutions, aligns perfectly with the goals of The Asia Foundation.

In my previous roles, I have successfully overseen IT operations for multiple offices across Asia, leading diverse teams and ensuring seamless integration of both on-premises and cloud platforms. My expertise in managing Microsoft 365 and Microsoft Azure environments, combined with my strong background in system administration and technical support, positions me well to excel in this role. I have a proven track record of implementing robust IT security measures and ensuring compliance with data protection regulations, which will be critical in maintaining the integrity of your IT systems.

The Asia Foundation's mission to enhance governance, climate action, and gender equity resonates deeply with me. I thrive in collaborative settings and am skilled at working closely with country office leadership to develop and execute IT solutions that drive organizational success. My experience in vendor management, including negotiating contracts and ensuring service level agreements, will contribute to the efficient management of IT resources and vendor relationships.

I am excited about the prospect of bringing my leadership, technical skills, and dedication to The Asia Foundation. Thank you for considering my application. I look forward to the opportunity to discuss how my background and skills align with your needs and how I can contribute to your important work in Asia.

Sincerely,



Ignasius Wahyu Widodo

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PROFESSIONAL SUMMARY

Distinguished **IT Leader** at non-profit and humanitarian organization with a proven track record in spearheading infrastructure projects and ensuring the robust and secure functioning of IT systems. Proficient in developing IT policies, standard operating procedures, and integrating quality standards such as ISO 9001, ISO 27001, and the NIST framework for information security. Known for managing comprehensive service delivery while adhering to project objectives, budget constraints, and timelines. Effectively utilizing reporting system dashboards for performance tracking and decision-making. Renowned for exceptional leadership skills, with a talent for cultivating and inspiring top-tier teams. Efficient in incident handling, mitigation, detailed documentation, and resource allocation.

KEY STRENGTHS

- **System Administrator**
- **Strategic IT Planning**
- **Project Management**
- **Innovative Solutions**
- **Cybersecurity Expertise**

WORK HISTORY

Assistant Manager IT Infrastructure • *Sysmex Asia Pacific*
Jakarta, Indonesia • May 2022 to August 2023

- Supervised day-to-day operations, ensuring performance, quality, and service standards were met.
- Ensured efficient operation of IT infrastructure with embedded security measures, providing seamless access for end users and management.
- Demonstrated strong initiative and creativity in tackling challenging tasks and promptly resolving discrepancies in paperwork.
- Adapted quickly to new technologies and software, ensuring smooth integration into the organization's infrastructure.
- Actively contributed to team projects with a collaborative approach, consistently delivering exceptional services within specified time frames.
- Led security incident management, resolution, and reporting, offering recommendations to prevent future incidents.
- Implemented security awareness programs to enhance employee understanding of security practices.
- Played a key role in planning and executing disaster recovery and business continuity exercises.
- Developed customized policies, procedures, and disaster recovery plans.
- Achieved 100% IT infrastructure compliance with Asia Regional and Corporate standards.

Technical Project Solution Specialist • *Food For The Hungry International*
Phoenix, AZ • October 2019 to December 2020

- Oversaw IT operations across 75 offices in over 20 countries, including regions in the US, Asia, Africa, Latin America, and the Caribbean, ensuring consistent IT standards and policies.
- Provided technical leadership to international IT teams, fostering collaboration, knowledge-sharing, and alignment of global, regional, and field IT strategies through regular meetings.
- Led comprehensive IT audits and After-Action Reviews, developed and implemented IT security systems in collaboration with Global Security IT teams, and managed IT security initiatives including risk assessments and vulnerability management.
- Planned and executed diverse IT projects such as system evaluations, cloud integration, and network infrastructure upgrades, while assisting Country Directors in optimizing IT budgets and resource allocation.
- Conducted security incident investigations, compliance testing of Information Security Standard (ISS) controls, and implemented corrective actions to enhance system performance and meet business needs.

Asia Regional IT Manager • *Food For The Hungry International*
Kuala Lumpur, Malaysia • October 2018 to September 2019

- Successfully managed a team of 6 Asia IT officers, fostering their productivity and growth through constructive feedback and guidance, while ensuring compliance with ISO 27001 and PCI-DSS standards.
- Developed, maintained, and updated IT policies and Standard Operating Procedures (SOP), while expertly handling multiple projects to deliver high-quality results within tight deadlines.
- Conducted regular evaluations and training sessions at Asia's main office, identifying IT needs and spearheading special projects to improve operations and achieve cost-savings.
- Provided exceptional service and support to over 400 regional staff, created innovative programs that boosted productivity and satisfaction, and collaborated with cross-functional teams to ensure regulatory compliance and adherence to global security standards.
- Successfully led the IT implementation for a collaborative operation between FH and Medical Teams International at the refugee camp in Cox's Bazar, Bangladesh.

Asia Regional IT Administrator • *Food For The Hungry International*
Kuala Lumpur, Malaysia • January 2011 to September 2018

- Led a project to replace Microsoft Windows desktops with FH-Ubuntu across multiple countries, resulting in enhanced security, reduced software piracy, improved computer performance, and extended device lifecycles.
- Managed IT inventory to ensure accurate stock levels and supported successful project management throughout this initiative.
- Collaborated with FH Asia country teams to meet project requirements, develop solutions, and ensure timely completion of initiatives.

- Actively participated in regional IT coordinator meetings to foster collaboration and explore new development opportunities, while also handling vendor management to procure necessary equipment and software.
- Provided daily IT support to FH Asia regional staff, addressing approximately 20 calls per day, and conducted regular visits to field offices across Asia to assess IT performance, provide training, and execute special projects.
- Played a key role in the Monitoring and Evaluation Information System, ensuring effective data management and reporting.
- Developed and implemented security controls, delivered security awareness training, and prepared IT budgets and plans to protect company assets and ensure effective resource allocation.
- Managed vendor relationships to optimize costs and ensure timely delivery of resources, supporting overall project management efforts.

IT Coordinator • *Unitarian Services Committee - SATUNAMA*

Yogyakarta, Indonesia • January 2004 to December 2010

- Delivered exceptional service and support, managed task prioritization, and migrated software to open-source alternatives.
- Led the transition to Google Workspace for 70 staff members, provided user training, and earned management recognition.
- Developed server infrastructure, maintained equipment, ensured compliance, and managed filing systems.
- Designed network security, monitored networks, responded to emergencies, and implemented server updates across departments.

CERTIFICATIONS

- Certified Information Systems Security Professional (CISSP)
Credential ID : CC-920c9c6d-1eac-48c6-97b0-68ce3968a1b6
- Certified Cloud Security Professional (CCSP)
Credential ID : CC-2d7f2a35-82cc-485f-9e7f-62a37c81e316
- Microsoft Certified Solutions Associate (MCSA) Certification
Credential ID : CC-f55f04a3-77d2-423d-96ff-753193c9c0d1
- ITIL® Foundation 4
Credential ID : CC-e932c3a8-cde8-4f7a-ae16-c23ba47b48b6
- AWS Certified Cloud Practitioner
Credential ID : CC-6edb4560-d13c-436d-ae7f-934a439ff456
- Azure Policies
Credential ID : CC-f147571e-539c-4e5f-86b8-49ae8ed6a4ac
- CISCO IT Security Makeover
Credential ID : CC-a2421d59-cc15-423f-884e-517d2cb854c3
- COBIT FOUNDATION
Credential ID : CC-44c674b1-8708-4f23-b1c2-45802700151bl
- Certified in the Governance of Enterprise IT (CGEIT)
Credential ID : CC-0189ea4e-6712-4513-8075-c578d1db851a
- Enterprise Project Management
Credential ID : CC-fa8d8171-fb0d-4504-bb81-be759a595004
- DevSecOps Fundamentals
Credential ID : CC-33f969cc-7da3-42c4-baeb-35eb87af9c59

REFERENCES

- **Luis Noda** - Email : Inoda@habitat.org Vice President of Asia-Pacific Area at Habitat for Humanity International
- **Brenda Long** - Email: fblong.az@gmail.com Vice President, Business Development at Christian Leadership Alliance
- **Frans Toegimin** - Email : frans.gim@gmail.com Board of Director at Indonesia NGO Council
- **Noven Purnell-Webb** - Email : noven@liberant.com.au Chief Technology Officer at Sprint Digital
- **Kevin Choo** - Email : kevinjchoo@gmail.com Digital Transformation at Chick-fil-A