

Personal Information

Full Name: Abdurahman kayysan

Phone: +62 823 1248 0167

Email: jokyo931@gmail.com

Location: Depok, indonesia

Portfolio/GitHub: <https://github.com/kayy-eci>

Professional Summary

Motivated and detail-oriented IT professional with experience in troubleshooting, technical support, and systems administration. Strong problem-solving abilities with a passion for improving system efficiency and ensuring high-quality user experiences.

Technical Skills

- **Operating Systems:** Windows, Linux, macOS
 - **Networking:** TCP/IP, DNS, DHCP, VPN, Firewalls
 - **Support Tools:** ServiceNow, Jira, Remote Desktop tools
 - **Programming/Scripting:** Python, Bash, PowerShell
 - **Cloud Technologies:** AWS, Azure (optional)
 - **Hardware:** PC assembly, diagnostics, repairs
 - **Other:** Git, SQL, Virtualization (VMware/VirtualBox)
-

Professional Experience

IT Support Technician — [Company Name]

[Start Date – End Date]

- Provided Tier 1 and Tier 2 technical support for users across the organization.
- Diagnosed and resolved issues related to hardware, software, and networking.
- Managed user accounts and permissions using Active Directory.
- Maintained and monitored IT inventory and equipment.
- Documented troubleshooting steps and contributed to knowledge base resources.

Systems/Network Assistant — [Company Name]

[Start Date – End Date]

- Assisted in the maintenance of local servers and network infrastructure.

- Helped configure routers, switches, and firewalls.
 - Supported backup and recovery operations.
-

Education

[Degree or Certification] — [Institution Name]

Year Completed: [Year]

Certifications

- CompTIA A+
 - CompTIA Network+
 - CompTIA Security+
 - Microsoft Azure/AWS Certification (optional)
-

Projects

- **IT Automation Script:** Created a Python script to automate system checks and log cleanup.
 - **Network Setup:** Designed and implemented a small-office network including firewall configuration.
-

Additional Information

- Strong communication and customer-service skills
 - Ability to work under pressure and manage time effectively
 - Open to relocation or remote work
-

References available upon request