Muhamad Fikri

MITRA INTEGRASI INFORMATIKA

Personal Data

Date of Birth: April, 290481

Nationality: Indonesian

Marital Status: Married

Gender: Male

Religion: Moslem

Foreign Language Proficiency:
English not fluently

Educational Qualification

Strata-1 of Degree at University Budi Luhur Jakarta, Majoring in System Information Periode (1999 - 2004)

Technical Qualification

Operating System:

- Windows 10 Enterprise 64 bit
- Windows 2003 Server
- Windows 2008 Server R2 Enterprise
- Windows 2012 R2 Standard
- Windows 2016 Standard 64 bit
- Windows 2019 Standard 64 bit

Networking:

- LAN / WAN
- TCP/IP
- Server Troubleshooting
- Wireless
- Tape Backup HP-UX Server

Other:

- Hardware and Software Troubleshooting
- Microsoft Office 2007, Office 2010, Office 2013.
- Windows Troubleshooting
- Preventive Maintenance Server
- Install, maintenance, upgrade, and repair, backup/restore data (PC, Notebook, Android)

Certification Training

November 20th, 2009 - SA-200-S10 System Administration Solaris 10 OS (Training)

- Monitoring Server Management
- Configuring and Troubleshooting Server SUN

Work Assignments

PT. Mitra Integrasi Informatika (Site PT. Telkomsel Maret 2019 – Now 2023)

As IT System Administrator Division OSPLA (OS Planning)

Job Description :

- Troubleshooting OS Server windows 2012, windows 2016, windows 2019
- Standarilize OS New Deployment Server (Join domain, create user local account,change password account local, windows updated)
- Support Project Install Agent TMDS AV, UIM Monitor Agent, create standard Account PAM
- Daily, Weekly, Monthly Reporting
- HouseKeeping (HK /clean Up Logs in Server)
- Configuration IP /DNS in new deployment Server.
- Cek server : freespace Disk, CPU & Memory in Task Manager support request User
- Config Add Disk & Extend Disk in OS Windows Server 2016 / 2019

PT. Mitra Integrasi Informatika (Backup onsite PT. Pertamina PHE) (Nov 2019 – Des 2019)

As System Support IT Helpdesk Divisi EUS

Job Description :

- Support Installing and maintaining operating environments
- Troubleshooting PC or Notebook user client Pertamina PHE
- Install OS Windows 7, 10, maintenance, upgrade, and repair, backup/restore data
- Install software & Scan Antivirus Trendmicro for user client

PT. Mitra Integrasi Informatika (Backup Onsite PT Megalife (Oktober 2019)

As System IT Infrastructure
Job Description :

- Run daily operation monitoring tasks
- Ensuring operating environments stay safe and secure

PT. Mitra Integrasi Informatika (Backup Engineer PT Telkomsel) (Agustus 2019 – September 2019)

As System IT SysAdmin
Job Description :

- Support maintenance OS Server Telkomsel Division IT Infrastructure
- Ensuring operating environments stay safe and secure

PT. Mitra Integrasi Informatika (Backup dedicated on-site PT.Ajinomoto) (November 2018 –Juli 2019)

As System Admin IT Infrastructure & IT Security

Job Description :

- Daily, weekly, monthly Backup Tape Symantec Product
- Support Installing and maintaining operating environments
- Run daily operation monitoring tasks
- Ensuring operating environments stay safe and secure
- Updating any software and hardware where necessary

PT. Mitra Integrasi Informatika (Backup engineer PT.Pertamina Pusat , PT Bank Syariah Mandiri, PT.Adira Finance, PT.Bank Mega, PT.Soho, PT. FIF) (Januari 2018 – Oktober 2018)

PT. Mitra Integrasi Informatika (Site Pertamina PHE) (Maret 2017 – Desember 2017)

As System Admin / Division Information & Communication Technology

Job Description :

- Manage Exchange server 2010 in PT.Pertamina PHE (Enabled, disabled mailbox exchange user /group milist)
- Active Directory (Create user, disabled ,reset password, enabled user, move OU, lock & unlock user)
- Active Enabled, move, remove user Microsoft lync 2013 & Skype for business
- Cek & Create daily Activity Report server Application (Monitoring disk, CPU, Memory server Application)
- Manage File Server / NFS share (Create folder share, Give access folder share for user Pertamina PHE)
- Repair and recovery from hardware or software failures.
- Run daily operation monitoring tasks & Ensuring operating environments stay safe and secure

PT. Mitra Integrasi Informatika (Site Telkomsel) (June 2011 – Februari 2017)

As System Engineer / Division Server Support

Job Description :

- Manage Exchange server 2010 in PT.Telkomsel (Enabled, disabled mailbox exchange user /group milist)
- Active Directory (Create user, disabled ,enabled user, move OU, lock & unlock user)
- Manage Application Blackberry Administration Service & Database (Blackberry Enterprise Services Internal Telkomsel) (Activation BES, Remove User BES,Move User BES, monitoring space log BES)
- Manage VAMT 2.0 (Volume Activation Management Tools), KMS Activation Key Windows 7 Enterprise & MS Office 2010, Office 2013 Professional.
- New Deployment Application Altiris 7.1 (Symantec), (Project Telkomsel & Pertamina EP)
- Monitoring alert problem server / SCOM (System Center Operation Manager)
- Enabled, move, remove user Microsoft lync 2013, create Monthly Report Microsoft Lync 2013, skype for bussiness.
- Generate Key CSR, Core CA Telkomsel Application.

- Manage installation windows server 2008, windows 2012 standard / R2 (Brand HP, Fujitsu, IBM, VMware)

- Manage Application Microsoft System Center Configuration Manager (Deploy operating systems, software applications, and software updates.

- Monitoring Server Billing Email Telkomsel

- Performing backups operating system.

PT. Indosat (PT.Persada) (Januari 2009 – Mei 2011)

As System Administrator

Job Description:

- Analyzing operating system logs and identifying potential issues with operating systems.
- Performing backups operating system.
- Applying operating system updates, patches, and configuration changes.
- Installing and configuring new hardware and software.
- Adding, removing, or updating user account information, resetting passwords.
- Troubleshooting any reported problems.
- Ensuring that the network infrastructure is up and running.
- Repair and recover from hardware or software failures.

- Monitor both the availability and performance of all the existing servers in the IT division of CRM including hardware, software, OS, and applications as well as all other supporting devices for 7 x 24 hours Monitoring availability of CRM Systems (include servers, storage, database and network)

- Escalating the problem to the in-charged technical support.

- Checking regular Backup for all system above.

- Handling complain from internal or external Indosat to solve IT CRM Operation problems

- Run daily operation monitoring tasks.

- Support to new project for IT CRM System.