

# Ahmad Dzubayyan

Yogyakarta, Indonesia

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## PROFILE & SKILLS

Experienced Senior Technical Support Specialist with over four years of comprehensive expertise in providing technical assistance. Proficient in resolving complex issues, optimizing systems, and delivering top-tier customer support. Possessing a cPanel certification, demonstrating advanced knowledge in server administration and management. A proactive problem-solver with a track record of excelling in fast-paced environments, adept communication skills, and a meticulous attention to detail.

- Technical Support
- Communication
- Ansible
- cPanel & WHM
- Linux Administration
- Problem - Solving
- Bash Shell Scripting
- Project Management Tools

## EXPERIENCE

September 2022 - Present

### Senior Technical Support Specialist, DomaiNesia

- Develop and implement technical support processes and procedures to improve efficiency and effectiveness.
- Monitoring system and procedural processes like Abuse, SSL, migration, cPanel license, and other issues.
- Collaborate with cross-functional teams, including infrastructure and product management (sales), to identify and resolve technical issues.
- Analyze and resolve complex technical issues, utilizing resources such as documentation and internal systems.
- Maintain a high level of customer service and support for all technical issues, including troubleshooting and problem resolution.
- Migrate account hosting to balancing resource and migration from outside into our server and new server.
- Mentor technical support staff on technical troubleshooting and problem-solving techniques.
- Coordinate with third parties to resolve problem issues in the event of an error.
- Assist the manager in recruiting new staff and training new staff.
- Handled customer inquiries and technical issues through ticketing systems, and phone, providing prompt and accurate solutions to customer problems.
- Diagnose and troubleshoot errors and technical glitches in client applications or systems. Effectively fixing issues to ensure client satisfaction and minimal downtime.
- Articulate technical product details to new customers clearly and understandably helping customers grasp the value and functionality of our services.
- Provide pre-sales support to prospective clients, address technical inquiries and concerns, and assist potential customers in making informed decisions about our hosting services.
- Implemented rigorous security measures, including screening for domain and hosting abuse such as fraud, phishing, spamming, and other illicit activities, ensuring a secure hosting environment for clients.

March 2019 - September 2022

### Technical Support Specialist, DomaiNesia

- Handled customer inquiries and technical issues through ticketing systems, live chat, and phone, providing prompt and accurate solutions to customer problems.
- Diagnose and troubleshoot errors and technical glitches in client applications or systems. Effectively fixing issues to ensure client satisfaction and minimal downtime.
- Articulate technical product details to new customers clearly and understandably helping customers grasp the value and functionality of our services.
- Provide pre-sales support to prospective clients, address technical inquiries and concerns, and assist potential customers in making informed decisions about our hosting services.

## EXPERIENCE

July 2018 - June 2019

### Linux System Administrator, Teras Code Digital

- Deployed, managed, and maintained dozens of production servers, ensuring optimal performance and stability.
- Implemented robust server monitoring systems to proactively track the health and performance of all production servers, thereby ensuring uninterrupted service and guaranteeing minimal downtime.
- Enhanced our server services by automating routine tasks and deploying new features with automation tools, improving operational efficiency.

July 2018 - June 2019

### Training Development Staff, Teras Code Digital

- Develop training materials, modules, and curriculum based on identified needs, learning objectives, and organizational goals. This involves creating content, presentations, manuals, and other educational materials.
- Identify and assess the training needs of the organization or specific departments through surveys, interviews, or analysis of performance data.
- Work closely with subject matter experts, trainers, and other stakeholders to gather information and ensure accuracy and relevance of training materials.
- Stay updated with industry trends, best practices, and new technologies in training and development to enhance the quality and effectiveness of training programs.

September 2017 - July 2018

### Assistant Lecturer, Amikom University of Yogyakarta

- Supporting lecturers in preparing and delivering lectures, seminars, and tutorials. This includes aiding in creating lesson plans, presentations, and teaching materials.
- Providing assistance to students by conducting consultation hours, offering guidance on coursework, assignments, and projects, and addressing their academic queries.
- Assisting in grading assignments, exams, and other academic assessments. Ensuring fairness and consistency in assessment practices based on established guidelines.
- Supporting research activities by conducting literature reviews, gathering data, organizing research materials, or assisting in experiments, depending on the academic field
- Engaging in ongoing professional development opportunities, such as attending workshops, conferences, or pursuing advanced degrees to enhance teaching skills and subject knowledge.
- Offering guidance and support to students regarding academic goals, career paths, and program requirements. Acting as a mentor to students, providing advice and encouragement

## EDUCATION

Diploma III of Informatics Engineering  
Amikom University of Yogyakarta  
GPA 3.77

## CERTIFICATION

WHM Administration (CWA)  
cPanel University  
Certificate ID: dc80-bac7-81fa-28e9  
cPanel & WHM System Administrator I (CWSA-1)  
cPanel University  
Certificate ID: 091d-3432-a27e-47c6  
Course: cPanel & WHM System Administrator II (CWSA-2)  
cPanel University  
Certificate ID: ce77-1003-fc3c-f92c