

# ***Michael Hendry***

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## **Personal Data**

*Date of Birth:* May 03<sup>th</sup> 1990  
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Kalimantan Timur

## **Educational Qualification**

***Diploma (D3) of Degree at STMIK BI Balikpapan, Majoring in Information Technology Management***

## **Training/Certification**

- 2016 Subnetting, Online Cybrary – Lisensi SC-8427acc46-ff674
- Microsoft Windows Server 2012 Administration – Brainbench
- Technical Helpdesk (Microsoft) – Brainbench
- Basic Fire Fighting/SCBA & Basic First Aid/CPR – Samson Tiara Training Center
- Working in Height lvl 2 - depnaker
- On job training at Chevron Indonesia – Policy Government & Public Affair Department
- Mikrotik & UBNT – Inhouse training PT Adaro Indonesia
- IT Support Fundamentals – Microsoft edx.org
- SCCM: Deploying Software & Operating System – Microsoft Academy
- Dell MD3200 Storage Sales – Dell
- Cisco CCNAv7 - Kominfo & Cisco Network Academy
- Cisco Cybersecurity Operation – Kominfo & Cisco Network Academy
- CCNA Security – GNS3
- Comptia Security+ - udemy course

## **Work Assignment (Sort by the latest)**

### **1. February 2017 – Present, as ICT Field Support at ENI Muara Bakau B.V, Under Contracted PT Jasnikom Gemanusa**

*Support day to day IT Operation in Onshore Receiving Facility (ORF)*

*my main job responsibilities:*

- *Performs Preventive maintenance ( PM ), and Corrective Maintenance ( CM ) Of Telecom system and Network infrastructure (e.g. LAN/WAN, IP Telephony, Fiber Optic, CCTV, PA&GA, Access Control & Parameter Sensor, Security system, UHF Trunking Radio, Data Storage, Finger Print Access, ) in order to support company's operation and business activity*
- *Maintain SAP data Preventive Maintenance & Corrective Maintenance Schedule for System Critical Equipment of ICT Infrastructure in onshore field*
- *end user support*
- *always coordination with ICT HQ Team, vendor and related parties for corrective maintenance and new project.*

### **2. August 2016 – February 2017 as System Engineer at PT Berca Hardayaperkasa**

*Job Description:*

- *Backup Support onsite Engineer in Client Company PT Kaltim Prima Coal Sanggata*
- *Backup Support onsite Engineer in Client Company Total E&P Indonesia*
- *Backup Support onsite Engineer in Client Company Chevron Indonesia*
- *As Server & Network Administrator in Branch Office PT Berca Hardayaperkasa Balikpapan*
- *Dismantle and installation Server by Client Company request*

### **3. February 2016 – July 2016 as ICT Helpdesk at Pertamina EP Sanga-Sanga Field, Under Contracted PT Mitra Integrasi Informatika**

*Job Description:*

- *Pickup Helpdesk Calls, Log Helpdesk Calls*
- *Perform Phone assistance to the user*
- *Perform remote assistance to the user*
- *Receive support task and perform corrective action including user visit*
- *User support task*
- *Assist in installation of pc & peripheral*

### **4. August 2015 – January 2016 as Quality Assurance & End User Support at Total E&P Indonesia, Under Contracted PT Berca Hardayaperkasa**

*Job Description:*

- *Support Project Upgrading Computer and OS at Total E&P Indonesia premises in Balikpapan, onshore & Offshore rigs.*

- Check, Testing Software and Hardware after installation make sure all software and device working well before deploying to user
- using SCCM for deploy new OS and Application and Acting as end user support for Problem Solving after the device deploying to User

**5. January 2014 – January 2015 as IT Officer at PT Sinar Wisata Permai ( Le grandeur Hotel Sinarmas Group )**

*Job Description:*

- Ensure all system computerization running well such (server, workstation, pos software, sap, networking, etc)
- Leading 3rd Party workers, deployment, implementation of migration network and data center infrastructure

**6. August 2013 – December 2013 as Operation & Maintenance Center Transmission at Telkomsel Region 8 Kalimantan, Under contracted Koperasi Telkomsel**

*Job Description:*

- Monitoring PCMG NEC SDH DMR 3000/5000 Series all Kalimantan
- Monitoring Fiber Optic SDH ALU Ring Kalimantan Sulawesi and Surabaya (KASUBA)
- Monitoring Fiber Optic SDH NEC INC 100 Balikpapan - Banjarmasin Area
- Monitoring Fiber Optic SDH NEC SpectralWave MN Series Balikpapan - Banjarmasin Area
- Monitoring Ericsson Mini-Link all Kalimantan
- Monitoring IP Backbone Kalimantan / DataComm
- Monitoring Signalling and Ater
- Delete Create Maintenance BTS Configuration,
- Monitoring and Optimization 3G & 2G RAN Nokia
- Monitoring and Optimization 3G RAN ZTE
- Monitoring and Optimization 3G & 2G RAN Huawei
- Monitoring and Optimization 3G & 2G RAN Ericsson
- Monitoring and Optimization 2G RAN Siemens
- processing the alarm log to the web availability

**7. August 2011 – August 2013 as IT System Support Jr at PT Adaro Indonesia Kelanis site Central Kalimantan, Under Contracted PT Mitra Integrasi Informatika**

*Job Description:*

- Installation New Switch, Router, Concentrator (Rule by Adaro Supervisor)
- Setting router / switch : new route, re-route, delete route (base on order)
- Setting Security (Base on Order)
- Multi device platform ( Trained by Adaro : mikrotik, UBNT dll)
- Installation LAN
- Dispatcher and 1st level tier helpdesk
- Wireless Dispatcher