

## RAFLI RAZAK

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### SUMMARY

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I graduated from the Batusangkar State Islamic Institute with a D3 degree - Informatics Management. I have experience as a Support Engineer, IT Support, IT Helpdesk, Network Engineer, Admin. I have career interest in telecommunications and informatics. I have skills and knowledge in Troubleshooting, Network Engineer, Hardware Engineer. In addition, I am a responsible person, have good communication and informatics skills and like to learn new things at work, I can work in a team or individually.

### EXPERIENCES

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#### Work Experience:

##### PT. Klik Digital Sinergi – Jakarta, Indonesia

###### Support Engineer L1 Base On Project BRI (July 2023 – Until Now)

- Monitor BRI user transaction traffic using grafana.
- Monitor BRI user transaction traffic using RabbitMQ.
- Generate hourly transaction traffic reports using RabbitMQ.
- Upload BRI data.
- Withdrawing BRI user transaction data using MongoDB.
- Make corrections and re-upload BRI data if the data does not match

##### PT. Klik Digital Sinergi – Jakarta, Indonesia

###### Support Engineer L1 Base On Project Telkomsel (Sept 2021 – June 2023)

- Performing SAN SWITCH SFP Swaps at Telkomsel TTC Simatupang, Buaran and TTC BSD Data Centers.
- Preventive maintenance Server per 3 months in data center Telkomsel TTC Simatupang, TTC Buaran, TTC BSD.
- Collecting data on ILO server HPE, Fujitsu, Cisco, IBM, HPE Blade 7000 based on BOQ List.
- Change the ILO IP on the HP server at TTC Simatupang
- Replace Battery, HDD Server HPE and Upgrade VM Ware iLO.
- Pulling Fiber Optic cable at Telkomsel data center.
- Power Off and Dismantle servers HPE, Fujitsu, San Switch, IBM Storage.
- Make permits for goods to enter and exit goods at each Telkomsel data center.
- Troubleshoot with the Veritas team.
- Communicate with team storage, backup, MOVM, and other vendors.

##### PT. Klik Digital Sinergi – Jakarta, Indonesia

###### IT Helpdesk L1 Base On Project Samsung (Nov 2020 – August 2021)

- Daily APK testing per hour and web cms testing.
- Solving user complaints on the WA Group and Email.
- Making a Banner Notification appears on a Samsung cellphone.
- Withdrawal of Samsung promo data to check whether it has been published or not.
- Make a Biweekly Improvement report as a meeting report with the Samsung SRIN Team.
- Coordinate with the PIC Project (Team SRIN) regarding
- case which only those who have the authority to handle the case.
- Resolve tickets from Samsung user complaints.

##### PT. Mitra Integrasi Informatika – Jakarta, Indonesia

###### IT Helpdesk Base On Project Jasa Marga (August 2020 – September 2020)

- Staging on laptops and PCs with a total of 2000 units.
- Deployed to users.

**PT. Lion Air Mentari ( Lion Air Group )– Jakarta, Indonesia**

**IT Support** (Agust 2019 – June 2020)

- Handling all troubleshooting at Lion Parcel, related to hardware, software and network infrastructure.
- Responsible for the stability of network systems and servers.
- Handle PABX and wifi configuration in Lion Parcel.
- Handling troubleshooting related to email of all staff and internet connection at Lion Parcel.
- Installing CCTV and network installation at the new Lion Parcel warehouse.
- Checking, installing laptops and PCs for user needs.
- Coordinate with the lion parcel IT Helpdesk team to help with running applications.

**Posko Partai Golkar – Jambi, Indonesia**

**Admin** (January 2019 – Feb 2019)

- Responsible for inputting data related to party information.
- Entering voting results.

**DPRD Merangin Bangko – Jambi, Indonesia**

**Staff Umum Dan Administrasi** (January 2018 – Dec 2018)

- Responsible for employee attendance data.
- Responsible for inputting office asset transaction data through the SIMBADA application.
- Responsible for handling incoming and outgoing mail.

**Disduk Capil Dharmasraya – Dharmasraya, Indonesia**

**Costumer Service internship** (Feb 2017 – March 2017)

- Providing services to the community regarding the management, addition, making of ID cards, birth certificates, family cards.
- Handling hardware and network troubleshooting.

**EDUCATION**

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**Institut Agama Islam Negeri Batusangkar (D3) | 2014 - 2018**

Bachelor of Management Informatika

**CERTIFICATIONS**

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- MTCNA  
STMIK & Politeknik LPKIASTMIK & Politeknik LPKIA , Diterbitkan Agu 2022
- Linux Administration Bootcamp Udemy Mei 2023
- Computing And NetworkingComputing And Networking  
Udemy Diterbitkan Mei 2023
- Kubernetes For The Absolute Beginners - Hands - On  
Udemy Diterbitkan Mei 202

**SKILLS**

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1. M. Office
2. Networking
3. Hardware Engineer : Infrastructur Server : HP, DELL, IBM, Fujitsu, San Switch, Veritas, Library, Cisco.
4. OS : Windows, Linux (Basic) : Ubuntu, Cent OS, Kali Linux, Debian.
5. MySQL, Postgresql, RDBMS (Basic).

**Tools**

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1. Grafana
2. Cacti Monitoring
3. Sangfor
4. Putty
5. File Zilla
6. Mongo DB
7. Nasca From Samsung
8. SIMBA (Sistem Basis Data)

