

RESUME

Ricki Zurwindar

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Kel. Pondok Jagung Timur, Kec. Serpong Utara
Tangerang Selatan
Banten
15326



Personal Details

Full Name	Ricki Zurwindar
Gender	Male
Date of Birth	September 10, 1985
Religion	Moslem
Nationality and Citizenship	Indonesian
Languages Spoken and Written	Indonesian
Proficiency	English
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Personal Statement

I am very enthusiasm to bring the highest level of competency and awareness, take initiative and own up responsibility to get things done in performing all my job duties consistently to achieve personal or team goal. I always take advantage of every opportunity to keeping updated about current developments in my field and always looking for process improvements.

Education

2003 - 2008	Bachelor Degree in Computer Science / Informatics Technology , Faculty of Information Technology, YARSI University, Jakarta, Final CGPA 3.20
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Skills and Knowledge

- **Design:** Campus Network Component, Data Center Design Component, High Availability, Network Design Principles, Network Security Design Principles, Network Migration, Data Center Architecture, Data Center Rack & Cooling Design, WAN Architecture, WAN Connectivity, Security Architecture, Data Center Security, WAN Security

- **Data Center:** Data Center Interconnect, Data Center Security, Ethernet Fabric, EVPN, IP Fabrics, Link Aggregation, MC-LAG, Network Automation, Network Management, SDN, NFV, EVPN, VxLAN,
- **Enterprise & Service Provider:** Ethernet, TCP/IP, IP Addressing, IP Subnetting, VLAN, ACLs, STP, RSTP, Inter-VLAN Routing, Static Routing, RIP, OSPF, IS-IS, BGP, MPLS, L2VPN, L3VPN, VPLS, Routing Policy, Policy Based Routing, Load Balancing, GRE, ERPS, CoS, Stacking Technology, SD-WAN
- **Security:** Stateful Firewall, Security Policy, IPsec, Screen, NAT, Application Control, IPS, URL Filtering, AntiVirus, AntiSpam, Advanced Threat Prevention (ATP), Remote Access VPN, HA/Clustering
- **Wireless:** 802.11, Wireless Architecture, Guest Portal, vBLE, Location-Based Services, RRM, WLAN, PSK, Policy (WxLAN), WIPS, WLAN Security
- **Operating Systems:** Windows, Linux, Unix

Achievements



Best Technical Support

Issued By: Westcon-Comstor

Year of Issued: 2019



Outstanding Contribution in Growing Juniper Business

Issued By: Westcon-Comstor

Year of Issued: 2015



Juniper Commercial Hero, Distributor SE

Issued By: Juniper Networks

Year of Issued: 2015

Certifications

Associate Level

- ✓ CCNA
- ✓ JNCDA
- ✓ JNCIA-DevOps
- ✓ JNCIA-Cloud
- ✓ JNCIA-Junos
- ✓ JNCIA-MistAI
- ✓ JNCIA-SEC



Specialist Level

- ✓ ACIS
- ✓ JNCDS-DC
- ✓ JNCDS-SEC
- ✓ JNCDS-SP
- ✓ JNCIS-Cloud
- ✓ JNCIS-ENT
- ✓ JNCIS-MistAI
- ✓ JNCIS-SEC
- ✓ JNCIS-SP



Professional Level

- ✓ JNCIP-DC
- ✓ JNCIP-ENT
- ✓ JNCIP-SEC
- ✓ JNCIP-SP



Expert Level

- ✓ Avaya Certified Expert (ACE-Fx)



Others

- ✓ ExtraHop Sales Engineer Level 1
- ✓ ExtraHop Sales Engineer Level 2
- ✓ Mist Location Certification
- ✓ Mist WiFi Certification
- ✓ Splunk Accredited Sales Rep I
- ✓ Splunk Accredited Sales Rep I

Courses

2016 - 2016	7501C – ACE-Fx Avaya
2015 - 2015	SDN and Contrail Workshops Juniper Networks
2013 - 2013	PacketLogic Configuration & Operations Course Overview Procera Networks
2007 - 2008	Cisco IT Essentials YARSI University
2006 - 2008	Cisco Networking Academy Program (CNAP: CCNA 1 - CCNA 4) YARSI University

Experience

January 2021 - Present

Company Name: **Westcon**

Position: **Presales Team Lead**

Job Description:

- Liaising with team members, management, and clients to ensure projects are completed to standard
- Delegating tasks and project assignment to achieve company goals
- Review ongoing project with team member
- Performing troubleshooting if required
- Motivating team member for self-development and provide feedback to improve team performance
- Being transparent with the team about challenges, failures, and successes
- Doing tasks related to presales roles

November 2014 – December 2020

Company Name: **Westcon**

Position: **Presales**

Job Description:

- Offer technical consultancy and recommend which are the best suite for customer environment
- Support customers in their IT infrastructure and propose best practices solution with the latest technologies
- Conduct various product presentation to partners and customers
- Provide sales and product training to partners
- Provide technical training to partners and customers
- Draft the product specifications
- Provide the product technical proposal
- Generate products Bill of Material (BoM) with detailed hardware and software list price

- Conduct various products demo and Proof of Concept (PoC)
- Participate in tender and project assignment
- Attain various products certifications

October 2013 - November 2014

Company Name: **MNC Kabel Mediacom**

Position: **IP Traffic Engineering & Management Section Head**

Job Description:

- Responsible for Traffic Engineering
- Analyze, design and deploy engineering solutions for IP network improvement, upgrade and expansion
- Define and create MoPs (Method of Procedures) and SOPs (Standard Operating Procedures) for IPNGN backbone
- Support last tier escalations for all operational outages in IP network
- Operate, maintain, and troubleshoot IPNGN backbone problems quickly and provide solutions by maintaining deep knowledge of client's Data Network architecture, topology and up-to-date configuration details
- Document engineering solutions in accordance to in-house standards including but not limited to the following documents: High Level and Detailed Engineering Requirements, Detailed Reference Design and Detailed Integration Test Plan
- Conduct high-quality and comprehensive LAB tests to prove viability of proposed engineering solutions
- Mentor and lead network engineers from NOC through technical resolution
- Other duties as assigned

February 2012 - September 2013

Company Name: **Telematic Multisystem**

Position: **Senior Engineer**

Job Description:

- Responsible to manage engineer team to support technical aspect as customer needed
- Responsible to introduce product and technology to existing customers and new prospects
- Responsible to support customers in technical aspect, make solution proposal as customer needed
- Responsible to support customers in technical aspect, design product solution
- Responsible to support customers in technical aspect, product demo
- Responsible to support customers in technical aspect, product implementation
- Responsible to support customers in technical aspect, make sure that product delivery to customer run well
- Responsible to support customers in technical aspect and solving problem

April 2009 - January 2012

Company Name: **NAP Info Lintas Nusa**

Position: **Network Engineer**

Job Description:

- Configure, manage and troubleshoot IP Transit connections
- Configure, manage and troubleshoot internet services to all local and international sites
- Configure, manage and troubleshoot local loop connections

- Performs tasks NOC (Network Operation Center) which related to routing, switching, filtering, bandwidth management, etc.
- Configure and maintain NMS (Network Monitoring System) such as WhatsUP, Solarwinds, Cacti, SmokePing, etc.
- Performs monitoring and operational daily activities such as monitor traffic and latency to upstream, international peering and local peering, monitor traffic backbone router, monitor devices (router, switch and radio) availability, monitor customer connectivity, make and follow-up trouble ticketing, etc.
- Performs monthly activities such as make network performance report

June 2008 - March 2009

Company Name: **Pasifik Cipta Mandiri**

Position: **System Engineer**

Job Description:

- Perform installation, configuration, troubleshoot and manage data protection using Acronis True Image Echo Enterprise Server
- Perform installation, configuration and troubleshoot CA XOssoft and CA ARCserve Backup for replica and backup email
- Perform installation and configuration WSUS (Windows Server Update Services) for manage client which using Microsoft Windows
- Perform installation and configuration ISA Server as proxy and firewall
- Perform installation and configuration GFi Web Monitor for content filtering
- Perform installation and configuration GFi MailArchiver for realtime archiving email on Microsoft Exchange Server