REZA ASWIN SAPUTRA

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SUMMARY

Accomplished IT Support professional and Field Engineer specializing in critical infrastructure and large-scale digital transformation. Expert in optimizing Fleet Management Systems (FMS) and managing complex data lifecycles—from high-fidelity scanning to secure archiving. Proven track record of enhancing operational efficiency by 50% through advanced hardware/software deployment, Linux & MySQL-based system support, and rigorous data validation protocols in the mining and governmental sectors.

EXPERIENCE

PT. LEADER IT SERVICE SOLUTIONS

IT Field Engineer (Contract-Based) — **March 2025 – December 2025**

- Executed complex installation and configuration of FMS hardware and software, achieving 99% accuracy in GPS and telemetry sensor calibration at District KPC Bengalon.
- Orchestrated comprehensive maintenance programs for mission-critical onboard monitors and ruggedized devices, reducing equipment downtime by 15%.
- Performed advanced hardware troubleshooting and software patching to guarantee 100% seamless real-time data synchronization between field assets and the command center.

PT. ALAMANDA REKA CIPTA

Technical Team Coordinator (Project-Based) — **August 2020 – February 2025**

- Spearheaded national-scale digital transformation across 10 regional offices, spanning Banten, Central Java, Sumatra, Batam, and the Riau Islands.
- Managed the deployment and maintenance of high-speed industrial scanners and workstations, ensuring zero operational disruption during the digitization of 500,000+ legal documents.
- Sustained a "Zero Error" data quality standard by implementing multi-tier verification and validation procedures for scanned assets prior to central database integration.
- Architected a systematic digital archiving framework that enhanced data retrieval efficiency by 50% for governmental stakeholders.
- Led and mentored 25 field personnel, consistently exceeding daily production quotas while upholding stringent national regulatory compliance.

PT SMARTFREN TELECOM TBK

NOC Administrator — **January 2020 – April 2020**

- Proactively monitored core network infrastructure and assisted in the maintenance of Linux-based monitoring servers to ensure 99% service availability.

- Utilized MySQL to manage and analyze daily network logs, identifying potential system bottlenecks and optimizing overall network stability.

PT. BERCA HARDAYAPERKASA

Desktop Support Engineer (Project-Based) **January 2018 – December 2019**

- **Contract Assignment: PT. Pama Persada Nusantara (District Indo Bontang).**
- Sustained 98% system uptime through the enforcement of rigorous preventive maintenance (PM) schedules for 200+ corporate computing assets and network peripherals.
- Managed full-cycle hardware assembly and software deployment for PC/Servers in challenging remote mining environments.
- **Project Assignment: PT. ISS Indonesia & PT. Sinar Mas.**
- Resolved 200+ technical support tickets monthly involving hardware repairs and software configuration, consistently meeting strict Service Level Agreements (SLA).

EDUCATION

Informatics Engineering

Muhammadiyah University of Tangerang

- (Undergraduate – Completed 5 Semesters)

Natural Science

Senior High School 24 Tangerang Regency

SKILLS

- **Infrastructure & Networking:** TCP/IP, DNS/DHCP, VLAN Configuration, Network Monitoring (NOC).
- **Technical Support & Maintenance:** Hardware/Software Installation, Preventive Maintenance (PM), System Configuration, Advanced Diagnostics & Repair.
- **System & Database Administration:** Linux (Ubuntu/CentOS), MySQL, Windows Server, Active Directory (AD), Microsoft 365.
- **Data Operations:** High-Speed Digitization, Data Validation & Verification, Digital/Physical Archiving, Indexing Management.
- **Field Technology:** Fleet Management Systems (FMS), GPS Calibration, Telemetry Sensors, Ruggedized IoT Devices.