

Supartiningsih

IT and Network Engineer

 Surabaya City, Indonesia

My name is Nining and I have been employed in the telecommunications industry since 2001, specializing as an IT support and network operations engineer. Within my capacity as an IT support professional, I have developed proficiency in executing daily operational duties, resolving technical problems, configuring and establishing network devices, and even creating simple websites and applications. Currently, I am furthering my knowledge in Python programming.

I am good at collaborating effectively with a diverse team as well as working autonomously. Additionally, I possess independent thinking, creativity, a strong work ethic, and committed to continuous learning.

I am available for work at any time and open to relocation, able to work in any location.

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Technical Skills

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| <ul style="list-style-type: none">• Routing, Switching, TCP/IP, LAN, WAN• VoIP & PBX Systems• FTTX Network, Broadband Technology• Windows, MacOS | <ul style="list-style-type: none">• MySQL• PHP, HTML, CSS• C++, Python• Figma, Canva, Adobe Photoshop, Corel Draw |
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Work Experience

Network Delivery Engineer • PT NAP Info Lintas Nusa (Matrix) • Full Time

June 2021 - Present



- In charge of the installation, upkeep, and management of fiber optic cable, configuration of network devices, and provision of internet services to customers.
- Possessing an understanding of the FTTH concept.
- Utilizing Google Earth and other mapping applications to determine the extent of homepass and DPFO coverage accurately.
- Conducting thorough network quality assessments and performing proof of concept tests to ensure the successful launch of internet products.

Independent Consultant • PT Oriflame Indonesia • Freelancer

September 2016 - June 2021



- Leading direct sales teams for cosmetic and personal care product companies through the implementation of online marketing strategies.
- Developing and managing an interactive landing page website as a promotional tool for the team.
- Leading a direct sales group of over 100 individuals and devising online marketing plans to meet the group's target of generating at least 70 million rupiah in sales each month.
- Achieving a minimum sales target of 140 million rupiah per month for a consecutive two-year period and attaining the position of the 12th Top Leader in Balikpapan for both 2019 and 2020.

Data Communication Core Network Engineer • PT Telkomsel • Full Time

October 2010 - February 2015

- Responsible for the administration, configuration, and troubleshooting of Cisco network devices.
- Managing firewall access for employees and third-party individuals on CheckPoint devices.
- Addressing internal complaints by utilizing a remedy ticketing system to resolve issues within the predefined SLA targets.



IT Regional Operation Engineer • PT Telkomsel • Full Time

September 2001 - October 2010

- In charge of the administration, maintenance, and troubleshooting of all infrastructure devices within the regional office, such as network devices, PABX, and local servers.
- Developing LAN, WAN, Wireless Access Point, VoIP, and extension telephone line (PBX) concepts for the regional office area.
- Providing application support troubleshooting for internal departments, including sales, HRIS, and finance.
- Taking responsibility for resolving computer software and hardware problems.
- Managing regional Active Directory servers.
- Creating local web tools to support finance, HR, and General Affairs.
- Configuring and setting up PABX systems, as well as developing web-based tools for password and extension number generation.
- Addressing internal complaints using a remedy ticketing system with the aim of resolving issues within the set SLA targets.



Internet Helpdesk • PT IndosatM2 • Apprenticeship

July 2001 - September 2001

- Responsible for customer complaint handling through the telephone and email.



Education



STMIK STIKOM Balikpapan

2004 - 2017

Bachelors Degree

Majoring in Information Technology, Computer Science



SMK Telkom Malang (Telkom School)

1998 - 2001

Senior High School

Majoring in Electronics & Informatics

Soft Skills

- Leadership
- Sales support skill
- Digital marketing
- Video editing

Languages

- Indonesian — Native
- English

Course & Certificate

- CCNA 200 - 301 course *by IDN.id*
- Cisco Internetwork Troubleshooting (CIT) *by Cisco*,
Certificate Number: 6205022333
- Interconnecting Cisco Network Devices (ICND) *by Cisco*,
Certificate Number: 6205022045
- Unix System Administration *by Sisindokom*
- Introduction to Oracle8i: SQL and PL/SQL *by Oracle*
- HTML & CSS Fundamental Course *by Progate*
- Information Security Management System ISO 17799 &
ISO 27001 Implementer *by ERESHA*