

ZUHARMAN

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SUMMARY

An enthusiastic IT professional, possessing 2 years of hands-on experience, seeking opportunities in IT Networking, Infrastructure or Operations where my technical, analytical, and problem-solving skills are utilized. Interested in leveraging IT Operations and Network experience to make a meaningful impact on organizational objectives, all while enriching my understanding and proficiency within the industry.

TECHNICAL SUMMARY

- **Skills:** Troubleshooting, Hardware and Software Installation, System Maintenance, Layer 2 Networking
- **Languages:** Bahasa Indonesia, English
- **Networking:** Routing, Switching, Firewall, Wireless
- **Operating System:** Windows, Linux, Android
- **Virtual Machine:** VMware, VirtualBox, Proxmox
- **Technologies:** Docker, Grafana, Prometheus, Fortinet, AWS, SQL

WORK HISTORY

IT Product Operation	Bank Raya Indonesia Jakarta, Indonesia	Jun 2024 - Present
<ul style="list-style-type: none">• Analyze data to inform strategic decision-making and improve overall product functionality. Utilizing SQL databases to extract insights and report on key performance indicators, facilitating data-driven enhancements to product offerings.• Proactively identify and address technical issues that may arise during operations. By implementing effective solutions, I aim to enhance user experiences and minimize disruptions in service delivery.• Conduct thorough testing and quality assurance processes to ensure that new features meet operational standards prior to launch. This involves developing test plans, executing test cases, and documenting results to support a smooth rollout.• Ensure the accuracy and compliance of all transactions by closely monitoring systems and processes. Analyzing transaction data, identifying discrepancies, and implementing corrective measures to maintain high service standards.		
IT Specialist	Mitsubishi Jakarta, Indonesia IT at Mitsubishi Dealer DIPO Gatot Subroto	Jan 2023 - Jun 2024
<ul style="list-style-type: none">• Orchestrated meticulous record-keeping of IT assets within Mitsubishi Dealer DIPO Gatot Subroto, ensuring precision and efficiency in asset management processes.• Provide day-to-day technical support to end users and ensure the smooth running of computers, network devices and printers.• Responsible for maintaining hardware, software, and network at Mitsubishi Dealer DIPO Gatot Subroto and some other branches.• Executed proficient installation of IT-related devices and applications systems for end-users, enhancing organizational efficiency and functionality.• Create a ticketing system for the job/task queue.• Managing Firewall rules at Mitsubishi Dealer DIPO Gatot Subroto for securing Local Area Network using Fortigate.• Engineered the configuration of Local Area Networks utilizing Fortigate solutions across multiple DIPO Group Dealer Branches, optimizing network performance and resilience.• Facilitated seamless connectivity across all DIPO Group branches to the central headquarters through the configuration of IPsec Tunnels, promoting unified operations and communication.• Rewiring Network for better maintenance at Mitsubishi Dealer DIPO Ciputat.• Innovatively developed a comprehensive Network and Server Monitoring Dashboard on Ubuntu Server utilizing Grafana and Prometheus, enabling real-time monitoring and proactive maintenance strategies.		

Risk Monitoring

DANA Indonesia

Jun 2022 - Aug 2022

Jakarta, Indonesia

Working under Tech Titan Group Indonesia for DANA Indonesia IT Risk Monitoring Project

- Responsible for Report, documentation, slides presentation, etc related technical documentation.
- Responsible for transaction risk monitoring and first response function.
- Monitor real time risk management dashboard on 24-hour basis ensuring management is aware of outstanding alerts (spike transaction).
- Check abnormal patterns of transaction, based on historical data and comparison with previous activities.
- Create and maintain accurate and complete records of monitoring and investigation.

Intern IoT Engineer

SEAMEO BIOTROP

Feb 2021 - Apr2021

Bogor, Indonesia

- Spearheaded the development of an IoT system to collect and analyze plant growth data, greenhouse environment conditions, and water quality metrics; led to a 15% reduction in water usage.
- Orchestrated the monitoring and data collection of plant growth metrics and greenhouse conditions for the hydroponic division; optimized environmental conditions contributing to a 20% boost in crop yield.

EDUCATION AND CERTIFICATIONS

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| • Btech LFCA (Linux Foundation Certified IT Associate), Btech | 2022 - 2024 |
| • Btech LFCS (Linux Foundation Certified System Administrator), Btech | 2022 - 2024 |
| • A.Md, Computer Engineering, IPB University, Indonesia | 2018 - 2022 |

PROJECTS AND ACHIEVEMENTS

- **NETWORK & SERVER MONITORING DASHBOARD AND ALERTING - Mitsubishi DIPO Gatot Subroto, August 2023**
- **WEB-BASED CONDITION MONITORING AND AUTOMATIC CONTROL SYSTEM OF HYDROPONIC GREENHOUSE IMPLEMENTATION AT SEAMEO BIOTROP - IPB University, Apr 2021**