Aria Dibrata
IT Enthusiast

System Administrator

✉ me@iamdibrata.com 📞 +6282131443607 🌐 www.iamdibrata.com in Ariadbrata

My passion as an IT enthusiast is keen on tracking technology trends in web/software development, DevOps, cybersecurity, and networking. Proficient in coding, system administration, and security protocols. Adaptable learner eager to contribute to cutting-edge projects in the IT industry.

Experience

Coordinator Operational Production - PT Jaya Kartha Solusindo
2024-Present

- Successfully led a team of 7 operational staff members to achieve and exceed performance targets, resulting in a significant increase in customer satisfaction ratings.
- Implemented a proactive maintenance schedule, resulting in a 60% reduction in system downtime and an improvement in overall service reliability.
- Introduced customer satisfaction surveys, leading to a 80% increase in positive feedback and a 15% decrease in customer complaints.

Coordinator Web & Apps Development - PT Jaya Kartha Solusindo
2024-Present

- Successfully optimized WHMCS functionalities, leading to a 75% increase in efficiency and customer satisfaction.
- Implemented custom features and enhancements in WHMCS, resulting in improved automation and streamlined processes.
- Managed the successful installation and customization of Moodle LMS, meeting client requirements and enhancing e-learning capabilities.

Technical Support - PT Jaya Kartha Solusindo
Sept 2023 - Jan 2024

- Completed numerous installation projects, resulting in the expansion of the ISP company's network coverage and customer base.
- Received commendations from clients for prompt and effective resolution of technical issues, enhancing customer satisfaction and loyalty.
- Documented all maintenance activities, troubleshooting procedures, and installation tasks for future reference and continuous improvement.

IT Support Office - PT Len Railway Systems
Apr 2020 - Sept 2023

- Successfully upgraded computer systems and laptops, resulting in enhanced performance and extended lifespan, while reducing hardware-related issues by 85%.
- Streamlined datacenter monitoring processes, resulting in improved visibility, proactive issue detection, and faster response times to critical events.
- Assisted with system administration tasks using virtualization platforms such as Proxmox and VMware, including server provisioning, virtual machine management, and resource allocation.
- Installed, configured, and maintained network devices such as switches, access points, and routers to support office connectivity and ensure smooth data transmission.

Research and Development Cloud System - PT Digital Apta Media
Des 2019 - Apr 2020

- Successfully implemented cloud-based VOD delivery solutions, resulting in a 50% reduction in infrastructure costs while maintaining or improving streaming performance.
- Published research papers and presented findings at industry conferences, contributing to thought leadership in cloud systems architecture and optimization.
- Contributed to the development of research publications, whitepapers, and technical documentation to share insights and findings with the broader community.

Education

SMKN 1 Cimahi
2016-2019
- Network and computer engineering major

Skills

- Data Center Management
- Data Analytics
- Web & Software Development (PHP, Laravel, Java, ReactNative, JS,etc)
- Virtualization System using VMware or Proxmox
- Network Administration (VLAN, Routing, and Firewall)
- Basic MikroTik Configuration (MTCNA-Based)
- Basic Cisco Configuration (CCNA v7 - Based)
- Aruba Networks Configuration
- System Administration (Linux Server and Windows Server)
- Cloud computing platforms, including AWS, Google Cloud Platform, and Alibaba Cloud

- Excellent problem-solving and analytical skills
- Strong leadership and team management abilities
- Experience in customer service and client relationship management
- Effective communication and collaboration skills
- Ability to work independently and as part of a team
- Strong analytical and decision-making abilities

Certificate

PC Hardware & Network Technical Support

Inixindo, 36624
Dec 2022

Intro to Data Analyst

RevoU,
Dec 2023