

AHMAD WIDIYAN +6281235126735

ahmadwidiyan17@gmail.com | <https://www.linkedin.com/in/ahmad-widiyan-4b6447164/> | ahmadwidiyan.my.id
Pademangan, West Pademangan, North Jakarta, DKI Jakarta, 11550

PROFESSIONAL SUMMARY

Information Technology professional with a Bachelor's degree in Computer Science (Information Systems) and approximately 5 years of experience. Skilled in hardware, software, and network troubleshooting, problem-solving related to IT equipment needs, server and network configuration, and Quality of Service (QoS) management on network infrastructure. Committed to providing optimal technical support and efficient solutions to support smooth business operations.

WORK EXPERIENCE

PT Kemala Inti Solusi – South Jakarta, DKI Jakarta Network Engineer (Contract) | September 2024 – Present

Configuring network devices (Mikrotik, Ruijie, Cisco, Unifi, HPE, Allied Telesis, Fortinet).

Performing network maintenance, including Daily Reports, Preventive Maintenance (PM), Corrective Maintenance (CM), and Method of Procedure (MoP).

Monitoring networks using tools such as PRTG, MRTG, Prometheus, Zabbix, and Grafana.

Creating documentation and determining device specifications based on user needs (High-Level Design/HLD, Low-Level Design/LLD, and Proof of Concept/PoC).

Performing L2 Network Troubleshooting and coordinating with Local Interconnect (LI) at sites requiring support.

Key Projects:

Project Support for PT Semen Indonesia Group BUMN (Managed Service Wi-Fi Access Point).

Project Support for RSUD Ciawi (Network Engineer L2).

Project Support for RS Sarkies Kudus (Network Engineer L2).

Project Support for BPDP (Network Engineer L2).

Project Support for Ministry of Home Affairs (Kemendagri) - Adwil (Network Engineer L2).

PT Jayasentosa Teknologi Indonesia – Alam Sutera, Tangerang IT Support (Permanent) | August 2022 – September 2024

Ensured IT equipment and systems ran smoothly (PC, Laptop, Printer, Network).

Provided user support regarding IT equipment and technology issues.

Maintained company and user data security.

Conducted maintenance and troubleshooting for Hardware, Software, and Networks.

Planned IT infrastructure and managed IT Helpdesk ticketing.

Performed user hardware installation (OS, Software) according to Standard Operating Procedures (SOP).

RS Bina Sehat Mandiri – West Jakarta, DKI Jakarta IT Support (Contract) | October 2019 – April 2020

Ensured IT equipment and systems ran smoothly (PC, Laptop, Printer, Network).

Provided user support regarding IT equipment and technology issues.

Maintained company and user data security.

Conducted maintenance and troubleshooting for Hardware, Software, and Networks.

Planned IT infrastructure and managed IT Helpdesk ticketing.

Performed user hardware installation (OS, Software) according to Standard Operating Procedures (SOP).

Universitas Esa Unggul – West Jakarta, DKI Jakarta System Administrator Intern | September 2018 – April 2019

Maintained faculty websites (WordPress).

Inputted and edited content for each faculty website for digital promotion.

Developed website designs for faculties using MySQL, XAMPP, and WordPress.

EDUCATION

Universitas Esa Unggul – West Jakarta Bachelor of Computer Science | GPA: 3.03 | Aug 2014 – Sep 2019

Organizational Experience:

Student Executive Board (BEM), Faculty of Computer Science – Head of Advocacy and Politics Division (2016 – 2017).

Student Executive Board (BEM), University – Head of Social and Politics Division (2017 – 2018).

Alumni Association, Faculty of Computer Science – General Secretariat (2024 – Present).

CERTIFICATIONS

RCNA – Ruijie Certified Network Associate (Valid until: Sept 2026)

Fortinet – Fortinet Certified Fundamentals in Cybersecurity (Valid until: Dec 2026)

RSE – Ruijie Specialist Engineer (Valid until: May 2025)

Cisco Basic – by IDN.ID Network (Valid until: May 2025)

Mikrotik Basic – by IDN.ID Network (Valid until: May 2025)

SKILLS

Hard Skills : Switching, Routing, TCP/IP, LAN/WAN, SD-WAN, VPN.

Software & Tools : Putty CLI, Microsoft Office, Windows, Linux, WPS Office, Grafana, Prometheus, Zabbix, PRTG, MRTG.

Soft Skills : Leadership, Critical Thinking, Problem Solving, Troubleshooting, Research and Analysis, User/Consumer Understanding.