

Rafi Adyatma Putra

IT Engineer

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IT Infrastructure & System Engineer with over 3 years of experience in IT Support, Server Administration, and Network Infrastructure. Experienced in maintaining stable, secure, and reliable IT environments to support business operations. Proficient in MikroTik, email servers, hardware and software troubleshooting, and end-user support. Passionate about optimizing IT systems, minimizing downtime, and delivering scalable technology solutions that enhance productivity and business continuity.

Technical Skills & Tools:

- Networking & Security : MikroTik RouterOS, Cisco IOS, Ubiquiti, FortiGate Firewall Administration, VLAN Segmentation, Inter-VLAN Routing, L2TP/IPsec VPN Tunneling, Site-to-Site VPN Connectivity, Firewall Policy Management, NAT Configuration, Static Routing, IPv4/IPv6 Addressing, Network Troubleshooting, Network Monitoring (Zabbix/PRTG), Bandwidth Management, and Structured Network Cabling & Rewiring. Systems & Infrastructure: Windows Server (Active Directory), Linux Administration (Ubuntu/CentOS), NAS Synology, Virtualization (VMware/Proxmox), Backup & Disaster Recovery, and Data Center Maintenance.
- System Administration & Infrastructure: Windows Server Administration (Active Directory, Group Policy, DNS, DHCP, File Server), Linux Server Administration (Ubuntu/CentOS), User & Access Management, Server Hardening, Patch Management, NAS Administration (Synology), Virtualization (VMware ESXi, Proxmox VE), Backup & Disaster Recovery Planning, Storage Management, Data Center Maintenance, System Monitoring, and IT Infrastructure
- Automation & Scripting: PowerShell, Bash Scripting, Task Automation, Scheduled Backup Automation, and System Maintenance Automation.
- Web Development & Applications: PHP, HTML5, CSS3, SQL (MySQL/MariaDB), REST API Integration, Payment Gateway Integration (Xendit/Midtrans), Web-based Ticketing Systems, and Custom Inventory & Stock Opname Application.
- Hardware & Peripheral: Advanced Desktop & Laptop Troubleshooting, Industrial-grade Printer & Scanner Maintenance (EPSON), CCTV (IP & Analog) Surveillance Systems, PABX Telephony Systems, and Radio HT (Handy Talky) Configuration.

Professional Experience:

Zimmoah Marine Trans

Senior Staff IT

07.2025 – Now

- Cross-Branch Connectivity: Designed and implemented L2TP VPN tunnels connecting Semarang & Soetta Aircargo branches to the Jakarta headquarters via Public IP for secure data integration.
- Network & Bandwidth Management: Optimized internet traffic for all users via Mikrotik to ensure high-priority access for mission-critical systems.
- Physical Security & Communication: Managed the installation and maintenance of CCTV systems (IP/Analog) and PABX telephony systems to ensure seamless inter-departmental communication.
- Email & Server Administration: Administered mail servers, corporate email accounts, and domain management (cPanel/WHM) to ensure reliable business correspondence.
- ERP System Analysis: Served as a System Analyst for bug testing and technical coordination with ERP vendors (Fr8labs) specifically for export-import operations.
- Asset & Procurement Management: Managed IT asset inventory and prepared hardware procurement (Purchase Orders) for the Board of Director

PT. INTINYA TEKNOLOGI (SelfieTime)

IT Infrastructure

08.2024 – 08.2025

- Field Maintenance Coordination: Led and coordinated the IT Field Maintenance Division, managing technical operations for 144 locations (80 Malls & 64 Standalone) nationwide while ensuring all Service Level Agreements (SLA) were met.
- Digital Solution Development: Independently designed and developed a Custom Stock Opname Application using PHP & MySQL to digitalize national inventory management, significantly increasing stock data accuracy.
- Centralized Network Architecture: Implemented an integrated CCTV monitoring system using L2TP VPN, VLAN, and Mikrotik Public IP tunneling for real-time centralized surveillance across all outlets.

- **Payment Gateway Integration:** Managed technical integration and troubleshooting for Payment APIs (QRIS, Xendit, & Midtrans) to ensure seamless financial transactions at all points of sale.
- **Principal Technical Escalation:** Served as the Tier 3 support lead for critical infrastructure issues involving desktop networking, servers, and physical security systems across Indonesia.

PT. RAPI TRANS LOGISTIK INDONESIA

Staff IT

01.2024 – 07.2024

- **System Design & Architecture:** Designed the architecture and workflows for a Web-based IT Ticketing System and a Trucking Spare part & Service System to transform manual processes into digital solutions.
- **IT Vendor Management:** Managed the full system development life cycle with external vendors, including requirement gathering, progress monitoring, and ensuring successful on-site implementation.
- **Network Infrastructure Optimization:** Executed network rewiring and MikroTik segmentation to ensure ERP stability, prevent network looping, and managed physical cabling for infrastructure upgrades.
- **Wireless & Server Deployment:** Designed Industrial-grade Outdoor WiFi solutions for workshop areas and managed Windows Server and NAS Synology for centralized data storage.
- **Branch Network Integration:** Configured secure branch-to-headquarters connectivity to the Surabaya central server for seamless operational data synchronization.
- **Technical Support Lead:** Served as the primary technical point of contact for 150 employees and 90 workstations, managing desktops, networks, printers, PABX and CCTV systems

POLRES METRO BEKASI KOTA

IT Support (Internship)

05.2022 – 08.2022

- **IT Asset Operational Readiness:** Fully responsible for maintaining and ensuring all electronic components, computer hardware, and digital systems are in optimal condition to support police operations.
- **Local Network Management:** Configured and installed Static IPv4-based LAN networks for all department units to ensure stable and secure internal data connectivity.
- **Multi-System Device Maintenance:** Performed advanced troubleshooting and routine maintenance for various technical devices, including Workstations, Printers, Scanners, and CCTV surveillance systems.
- **Radio Communication Support:** Ensured the reliability of operational communication tools through the maintenance and configuration of Handy Talky (HT) radio devices for field unit coordination.
- **Technical Support Services:** Provided responsive daily technical support to police personnel to guarantee the efficiency of technology-based public services.

PT. TEMPO SCAN PACIFIC. TBK

Picker Warehouse

06.2021 – 12.2021

- **Requirement Document Execution:** Interpreted and executed detailed requirement documents with high accuracy to fulfill warehouse operational needs.
- **Verification & Quality Control:** Performed meticulous checks on item specifications (color, size, and other characteristics) to ensure consistency between physical stock and requested data.
- **Inventory Accuracy Management:** Maintained stock data integrity through systematic picking processes, minimizing variation errors during the distribution phase.
- **Operational Excellence:** Adhered to strict Warehouse SOPs within a large-scale facility to ensure seamless supply chain operations.

Key Projects:

- **Cross-Branch VPN Infrastructure Deployment:** Designed and implemented secure L2TP/IPsec Site-to-Site VPN connectivity between branch offices to improve communication reliability, resource accessibility, and centralized management.
- **Systems & Infrastructure:** Windows Server (Active Directory), Linux Administration (Ubuntu/CentOS), NAS Synology, Virtualization (VMware/Proxmox), Backup & Disaster Recovery, and Data Center Maintenance.
- **Network Segmentation and Security Enhancement:** Planned and deployed VLAN segmentation and firewall policies using MikroTik and FortiGate to improve network performance, security, and broadcast isolation.
- **Server Virtualization and Consolidation:** Implemented virtualization environments using VMware ESXi and Proxmox VE to optimize hardware utilization, simplify server management, and improve service availability.
- **Active Directory and Centralized User Management:** Deployed and managed Windows Server Active Directory services including DNS, DHCP, Group Policy, and centralized user access management.

- **Monitoring:** Implemented infrastructure monitoring solutions using Zabbix and PRTG for proactive monitoring of servers, network devices, bandwidth usage, and service availability.
- **Backup & Disaster Recovery Strategy:** Designed and maintained backup procedures for servers and critical business data using NAS and scheduled backup policies to minimize downtime and data loss risks.
- **POS Infrastructure and IT Operations Support:** Managed IT infrastructure for retail operations including POS systems, network connectivity, endpoint devices, and branch technical support to ensure business continuity.
- **Web Based Ticketing and Asset Management System (FULL AI):** Developed internal IT ticketing and asset tracking systems to improve incident management, service response time, and operational visibility.

Skills and Key Competencies

- System Administrator
- IT Infrastructure Management
- Network Administration & Troubleshooting
- Incident Response & Problem Resolution
- Root Cause Analysis (RCA)
- Backup & Disaster Recovery Planning
- Server Deployment & Maintenance
- Infrastructure Monitoring & Performance Optimization
- IT Service Management (ITSM)
- Change Management & System Upgrades
- Technical Documentation & SOP Development
- Asset & Inventory Management
- Vendor Coordination & Management
- Project Planning & Implementation
- Security Awareness & Best Practice
- User Support Technical Consultation
- Cross Functional Team Collaboration
- Analytical Thinking & Problem Solving
- Continuous Learning & Technology Adaptation
- Communication & Stakeholder Management

Education

Bhayangkara University of Greater Jakarta (Ubhara Jaya)

Bachelor Of Science Computer

GPA: 3.33 of 4.00

ADDITIONAL PROFESSIONAL PROJECTS

Web Development & Digital Presence (Freelance):

- **Company Profile Website Development (educationforfuture.info):** Designed and developed the company's profile website from end to end, covering UI/UX design, frontend and backend implementation, CMS optimization, and web hosting. Focused on creating a responsive, user-friendly, and high-performance website to strengthen the client's digital presence and brand identity.
- **Managed the complete development lifecycle** using PHP, HTML5, and content management systems, ensuring reliability, maintainability, and an optimized user experience.
- **Create email server hosting and manage spam filters and other things for (PT. Industri Kompresor Indonesia)**

Security Systems Installation (Freelance):

- **CCTV Infrastructure** Delivered professional installation and configuration services for IP and analog CCTV systems for both residential and commercial environments.
- **Performed cable routing, DVR/NVR configuration, network integration, and remote monitoring setup** to enable secure access through mobile devices and improve surveillance capabilities.
- **Provided troubleshooting, maintenance, and optimization of CCTV infrastructure** to ensure system reliability and continuous operation.

Language

- English
- Indonesia