

DANDI SUGIARTO

Network Engineer & IT Infrastructure Specialist

South Meruya, West Jakarta, Indonesia | +62 852-1118-6338 | dandidx@gmail.com
LinkedIn: linkedin.com/in/dandi-s-66b375116 | Portfolio: portofoliodandi.my.id

PROFESSIONAL SUMMARY

Results-oriented Network Engineer and IT Infrastructure Specialist with 5+ years of experience in enterprise network operations, fiber optic distribution infrastructure (ODC/ODP, OTDR, OPM), Metro Ethernet, and MikroTik RouterOS administration. Proven track record in physical layer fault isolation, network migration projects (EPON to GPON), and on-site mission-critical network deployments for high-profile enterprise events. MTCNA-certified with competencies in network troubleshooting, VLAN segmentation, WireGuard VPN, network security assessment, and IT automation. Experienced in cross-functional coordination with NOC, engineering, and support teams to resolve incidents swiftly and ensure 99.9%+ system availability.

CORE TECHNICAL COMPETENCIES

- **Networking & Infrastructure:** MikroTik RouterOS (MTCNA), Fiber Optic Distribution (ODC/ODP), OTDR & Optical Power Meter (OPM), Metro Ethernet, EPON to GPON Migration, VLAN (802.1Q), Subnetting (IPv4), DHCP, DNS, TCP/IP, WireGuard VPN, SFP Validation.
- **Network Security & Triage:** Vulnerability Assessment, Network Reconnaissance (Nmap), Burp Suite Basics, Kali Linux, Incident Investigation & Reporting, Responsible Disclosure.
- **Automation & Tooling:** n8n Workflow Automation, Python & Bash Scripting Basics, Postman API Testing, SQLite Browser, Supabase Vector, Telegram Bot API.
- **IT Operations & Support:** Incident Management, Root Cause Analysis (RCA), HubSpot Ticketing, POS Hardware Infrastructure Deployment, Technical Documentation, SLA Compliance.

PROFESSIONAL EXPERIENCE

Technical Support Specialist | PT Intersoft Solutions (iSeller)

Oct 2022 – Present | Jakarta

- Configured, tested, and deployed enterprise POS hardware and network connectivity (tablets, thermal receipt printers, barcode scanners, payment terminals) across customer retail and F&B outlets, ensuring 99.9% uptime upon go-live.
- Delivered mission-critical on-site technical support and local network infrastructure deployment for ParagonCorp across multi-city Female Daily XBeauty events (Jakarta, Medan, Yogyakarta), supporting 9 beauty brands with zero catastrophic downtime.
- Performed RESTful API testing and transaction validation using Postman to verify backend communication, validate endpoint responses, and accelerate troubleshooting with development teams.
- Investigated complex transaction discrepancies, order anomalies, and database sync errors through structured SQL queries and schema inspections using SQLite Browser.
- Managed end-to-end technical incident lifecycles via HubSpot Ticketing System, coordinating cross-functionally with Development, Operations, and Customer Success to escalate and resolve issues within strict SLAs.

Network Operation Distribution | PT Sigma Solusi Servis (Biznet Project)

Sep 2018 – Sep 2022 | Jakarta

- Managed operation and preventative maintenance of fiber optic distribution networks from Optical Distribution Cabinets (ODC/RK) to Optical Distribution Points (ODP), maintaining network availability and SLA compliance across distribution zones.
- Conducted physical-layer troubleshooting and fiber fault isolation utilizing Optical Time-Domain Reflectometer (OTDR) and Optical Power Meter (OPM) to identify macrobends, optical degradation, and fiber cuts.
- Analyzed OTDR trace events, optical power budgets, splice attenuation, and network topology schematics to determine fault locations and execute precise restoration paths.
- Executed SFP optical transceiver replacements, optical link budget validations, and power level verifications to troubleshoot and restore degraded fiber circuits within target dBm parameters.
- Spearheaded physical fiber migration tasks in EPON-to-GPON upgrade initiatives, conducting optical audits, splice validation, and post-cutover service verification in close coordination with Project and Operations teams.
- Collaborated proactively with Network Operations Center (NOC), Backbone Engineering, field crews, and external contractors to resolve complex distribution outages and expedite Mean Time to Repair (MTTR).

IT Support Specialist | PT Megah Sentral Bangunan (Dunia Bangunan)

Aug 2017 – Sep 2018 | Jakarta

- Provided Tier-1 and Tier-2 end-user IT support for 50+ corporate workstations, servers, network printers, and peripheral devices across Windows operating environments.
- Supported local area network (LAN) infrastructure, performing cabling termination, patch panel management, IP address assignments, and switch/router connectivity maintenance.
- Diagnosed and resolved hardware, software, and network connectivity issues, minimizing staff downtime and ensuring smooth daily business and retail operations.
- Performed routine system maintenance, automated data backups, OS security updates, and IT hardware inventory management in accordance with internal corporate standards.

CERTIFICATIONS & RECOGNITIONS

- **MikroTik Certified Network Associate (MTCNA)** — MikroTik | Credential ID: 2602NA3550 | 2026
- **Bootcamp IT Network** — PT. Graha Karya Informasi | Validation ID: vb4jukdpu | 2026
- **Certificate of Appreciation — Vulnerability Disclosure** — BMKG & CSIRT-BMKG | 2026
- **Certificate of Appreciation — Responsible Bug Bounty** — Government of Bali Province | 2026
- **Ethical Hacking for Beginners Live Class** — Jagoan Siber Codepolitan | 2026
- **Basic CyberSecurity** — Jagoan Siber Codepolitan | 2026
- **Simple RAG n8n Automation Workshop** — ID-Networkers | 2026
- **MikroTik Certified Network Associate (MTCNA) Training** — ID-Networkers | 2026
- **Linux Fundamentals Workshop** — ID-Networkers | 2025

EDUCATION

Bachelor of Computer Science (B.Sc.) in Informatics Engineering
Mercu Buana University, Jakarta, Indonesia

Graduated 2022