



# DANDI SUGIARTO

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## PROFESSIONAL SUMMARY

IT Infrastructure and Network professional with 5+ years of experience supporting enterprise IT operations, network infrastructure, and technical support across production environments. Skilled in network troubleshooting, infrastructure deployment, incident management, and maintaining reliable business-critical systems.

MTCNA certified with hands-on experience in MikroTik administration, fiber optic networks, Metro Ethernet, and end-user support. Passionate about continuous learning and currently expanding expertise in backend development (Golang), cybersecurity fundamentals, and AI-powered automation to build secure, scalable, and efficient IT solutions.

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## TECHNICAL HIGHLIGHTS

### IT Support & Infrastructure

- End-user & system support (hardware, software, POS systems)
- Windows & Linux fundamentals
- Incident investigation & troubleshooting
- IT asset deployment & maintenance

### Networking

- LAN/WAN troubleshooting
- TCP/IP, VLAN, DHCP, DNS
- Fiber optic connectivity
- MikroTik RouterOS (Routing, NAT, Firewall, DHCP)
- Basic network security

### Development & Integration

- Backend REST API development using Golang
- API testing & validation using Postman
- PostgreSQL & SQLite (basic)
- Workflow Automation & System Integration
- Retrieval-Augmented Generation (RAG) using n8n & Supabase Vector

### Security

- Basic Vulnerability Assessment
- Kali Linux
- Nmap
- Gobuster
- Burp Suite
- Basic web vulnerability identification

### Collaboration & Operations

- Ticketing & issue tracking (HubSpot)
- Cross-functional collaboration using Slack
- Technical documentation
- Root cause analysis

## **WORK EXPERIENCE**

### **Technical Support**

#### **PT Intersoft Solutions**

##### **October 2022 - Present**

- Installed, tested, and deployed POS solutions at customer outlets, ensuring system readiness and stable operations before go-live.
  - Delivered end-user technical support for POS software, hardware, and peripheral devices by diagnosing and resolving issues efficiently.
  - Performed REST API testing and validation using Postman to verify application functionality and facilitate effective collaboration with development teams.
  - Investigated application issues, including missing transactions, inconsistent order IDs, and data discrepancies through database inspection using SQLite Browser.
  - Managed and tracked technical incidents using HubSpot Ticketing System, ensuring timely resolution, proper documentation, and cross-functional coordination.
  - Collaborated with developers, operations, and support teams through Slack to troubleshoot incidents, discuss technical solutions, and coordinate issue escalations.
  - Identified recurring technical issues, documented root causes, and provided detailed findings to support continuous system improvements.
  - Provided technical support during live events and customer deployments, ensuring uninterrupted system performance and operational reliability.
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### **Network Operations Distribution**

#### **PT Supra Primatama Nusantara Biznet**

##### **October 2018 - October 2022**

- Delivered field support for customer access network infrastructure, ensuring stable fiber optic connectivity and service availability.
- Diagnosed and resolved fiber optic network faults through systematic troubleshooting and root cause analysis to minimize service downtime.
- Installed, activated, and configured fiber optic services, including cabling, customer premises equipment (CPE), and access devices.
- Installed and configured Customer Edge (CE) devices for Metro Ethernet (Metro-E) services, enabling seamless remote monitoring and management by NOC teams.
- Performed SFP module replacement, optical power verification, and fiber link troubleshooting at SPOP nodes to restore network connectivity.
- Supported end-to-end migration from EPON to GPON, including hardware replacement, service migration, and post-implementation validation to ensure uninterrupted customer services.
- Assisted infrastructure deployment and recovery projects by validating optical power levels and ensuring Acceptance Test Procedure (ATP) requirements were successfully achieved.
- Conducted preventive and corrective maintenance on network infrastructure to improve service reliability and reduce recurring incidents.
- Communicated technical findings and service updates effectively to customers, contractors, and internal operations teams.
- Coordinated with Network Operations Center (NOC) and cross-functional teams to escalate, investigate, and resolve complex network incidents efficiently.

## **IT Support**

### **PT Megah Sentral Bangunan (Dunia Bangunan)**

**August 2017 – September 2018**

- Provided end-user technical support for hardware, software, and Windows operating systems to ensure smooth daily business operations.
  - Installed, configured, and maintained desktops, printers, scanners, and peripheral devices across the office environment.
  - Performed routine system maintenance, software updates, and security patching to maintain system stability and reliability.
  - Executed scheduled data backup procedures to safeguard business-critical information and support data recovery readiness.
  - Diagnosed and resolved hardware, software, and basic network issues, minimizing operational downtime for end users.
  - Supported LAN connectivity, workstation setup, and peripheral integration to maintain a reliable office network environment.
  - Assisted in maintaining IT asset inventory and technical documentation to support infrastructure management and operational efficiency.
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## **TECHNICAL PROJECT**

- **AI Knowledge Assistant (RAG)** – Built a Retrieval-Augmented Generation workflow using n8n, Supabase Vector Database, and Telegram Bot to retrieve answers from internal PDF documentation.
  - **REST API Development** – Developed basic CRUD REST APIs using Golang and PostgreSQL, including API testing with Postman.
  - **Ethical Hacking Lab** – Practiced reconnaissance, enumeration, and basic web security testing using Kali Linux, Nmap, Gobuster, and Burp Suite in controlled environments.
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## **CERTIFICATIONS**

**Ethical Hacking for Beginners Live Class - Jagoan Siber Codepolitan 2026**

**Basic CyberSecurity - Jagoan Siber Codepolitan 2026**

**Simple Retrieval-Augmented Generation (RAG) n8n Workshop - ID-Network 2026**

**MikroTik Certified Network Associate (MTCNA) - MikroTik / ID-Network 2026**

**Golang API Development Workshop - ID-Network 2026**

**Linux Fundamentals Workshop - ID-Network 2025**

**Linux Basic Certification - ID-Network 2023**

**Cisco Basic Certification - ID-Network 2023**

**Basic Networking Certification - ID-Network 2023**

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## **EDUCATION**

**Bachelor of Computer Science**

**Mercu Buana University**

**Graduated : 2022**