Herwin Sunandar

IT SUPPORT SPECIALIST | SYSTEM ENGINEER | SECURITY SYSTEM SPECIALIST |

Professional Summary

+6281288686847

herwin.sunandar@gmail.com

Linkedin Link

linkedin.com/in/herwin-sunandar/

SKILL

SOFT SKILL

- Adaptability
- Ability To Work In A Team
- Fast Learner
- Ability to Multitask
- Team Leadership
- Can do Attitude

TECHNICAL SKILL

- Troubleshooting and Problem Solving
- Hw & Sw Installation
- Programming (PHP, VB, Android, Web, Python)
- Operating System (Windows - Linux)
- Office (MS Office, Open Office, WPS)
- Remote Desktop Tools (Putty, Mobaxterm)
- Database (MySQL, SQL Server, DB2)
- Virtualization (VmWare, Esxi, VCenter)
- Bigdata (Hue, Hbase, Cloudera)
- Cloud (GCP-AWS)
- Security Application (Capam, 2FA, Active Directory)

Professional Summary

Experienced IT support professional with over 15 years of dedicated service in the industry, now seeking a new career opportunity. Proficient in providing technical assistance, resolving complex issues, and ensuring smooth IT operations. Skilled in troubleshooting hardware, software, and network problems to optimize system performance. Adept at collaborating with teams and stakeholders to deliver effective solutions. Eager to leverage my extensive experience and skills in a new role that offers challenges and opportunities for growth.

Employment History

System Engineer - Manager, PT Bank Rakyat Indonesia, Jakarta Indonesia

09/2020 - Present

- Monitoring and managing system performance and ensuring high availability and reliability.
- Troubleshooting and resolving technical issues related to hardware, software, and network infrastructure.
- Installing and configuring server operating systems, applications, and security patches.
- Incident Response and Investigation: Managing and responding incidents, conducting investigations, and implementing measures to prevent future incidents.

Regional E-Channel & IT Supervisor, PT Bank Rakyat Indonesia, Jakarta Indonesia

01/2014 - 08/2020

- Overseeing and coordinating the daily operations of the IT department.
- Monitoring and maintaining the organization's computer networks and systems for optimal performance and security.
- Troubleshooting and resolving complex IT issues escalated by the team or end-users.
- Developing and enforcing IT policies, procedures, and standards to ensure compliance and data security.

Regional E-Channel & IT Support, PT Bank Rakyat Indonesia, Jakarta Indonesia

09/2009 - 12/2013

- Overseeing and coordinating the daily operations of the IT department.
- Providing technical assistance and support to end-users regarding computer systems, hardware, software, and network issues.
- Diagnosing and troubleshooting technical problems, both in person and remotely.
- Installing, configuring, and maintaining computer hardware, software, and peripherals.
- Setting up and managing user accounts and access controls.

Branch IT Support , PT Bank Rakyat Indonesia, Jakarta Indonesia

01/2007 - 08/2009

- Providing technical assistance and support to end-users regarding computer systems, hardware, software, and network issues.
- Diagnosing and troubleshooting technical problems, both in person and remotely.
- Installing, configuring, and maintaining computer hardware, software, and peripherals.

- Web Server (Apache, Nginx, Tomcat)
- Monitoring Tools (ELK, Grafana, PRTG)
- Load Balancer (F5)
- Networking (LAN, WAN, Mikrotik, Switch, Router)
- RPA (Robotic Process Automation)

Languanges

- Bahasa Indonesia
- English

Education

Bachelor Degree, Binus University, Jakarta Indonesia

GPA 3.14 Majoring Information System

Diploma, State Polytechnic Of Jakarta, Depok Indonesia

GPA 2.88 Majoring Energy Engineering

Certification

- ISO 27001:2022 - BSI Training Academy (Aug 2023)
- SAS Visual Analytic - SAS (Dec 2023)
- Cyber Threat Intelligence - Coursera (Sept 2023)
- The Complete Cyber Security Course Network Security – Udemy (Jul 2023)
- Identity and Access Management (IAM) – Udemy (Jul 2023)
- Google IT Support Technical Support Fundamental – Coursera (Jul 2023)
- Certified Ethical Hacker – CEH (Apr 2022)
- IT Security Foundations: Core Concepts LinkedIn Learning (Aug 2020)
- Security in Google Cloud Platform Specialization – Coursera (Apr 2020)
- Networking in Google Cloud Platform Specialization – Coursera (Apr 2020)
- Cloud Engineering with Google Cloud Specialization – Coursera (Mar 2020)
- Developing Applications with Google Cloud Platform Specialization – Coursera (Jan 2020)
- Architecting with Google Compute Engine Specialization – Coursera (Jan 2020)
- DevOps Essentials by Qwiklabs (Dec 2019)
- Kubernetes in the Google Cloud by Qwiklabs (Dec 2019)
- Azure Cloud Developer by Dicoding (Jul 2019)
- Google Digital Garage by Google (Aug 2018)
- Google Analytics for Beginners by Google (Jul 2018)
- MikroTik Certified Network Associate – MTCNA (Jul 2018
- Mobile Web Specialist Powered by Google Developer Kejar (2018)
- Cloud Computing with Amazon Web Service by Udemy (Nov 2017)
- Android Programming By Inixindo (Jun 2015)

Project

- POC 3DC for Fraud Detection System (2023)
- Managed Service Fraud Command Center (2021-2023)
- Vulnerability Assesment Fraud Detection System (2023)
- Health Check F5 LB for CPU Condition and ISO Message on Server Fraud Detection System (2022)
- Implementation Join Domain PC and Server (2021)
- Implementation New Fraud Detection System (SAS) (2021)
- Implementation New Active Directory (2020-2021)
- Implementation Web Service Active Directory (2020-2021)
- LDAP Migration for Email BRI (2021)
- Lead Instalation 75 unit VSAT Satlink on Regional Office Jakarta (2019)
- Lead POC Antivirus Instalation (Trend Micro, Mcafee, Esset) on Regional Office Jakarta (2018)