

SANDIKA ARGA PAMUNGKAS

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A Computer Engineering professional with over two years of experience in Network Engineering, System Administration, and IT Infrastructure. Strong in collaboration and communication, with a continuous drive to develop technical and professional skills.

WORK EXPERIENCE

PT INFOKOM ELEKTRINDO (MNC GROUP) Augt 2025 – Present
Network Operation Center (Contract)

- Performed 24/7 monitoring on Servers, UPS, Radio Links, Spectrum Signal, Customer Links, Uptime, Trafic and Network Devices with 99% accuracy, ensuring stable network operations.
- Processed and escalated 30–50 support tickets/day, maintaining >95% SLA compliance.
- Coordinated with field technicians during incidents, supporting 10–20 on-site operations/week.
- Conducted troubleshooting using Ping, Traceroute, Signal Level, Logs, Traffic, and ARP checks, reducing incident resolution time by 20–40%.
- Configured static routes and validated BGP routing tables.

PT SERASI AUTORAYA (MEMBER OF ASTRA) Sept 2024 – Dec 2024
System Administrator (Intern)

- Installing Windows Server and implementing Active Directory, Group Policy Object (GPO), and SQL Server.
- Migrating 5 virtual machines from VMware ESXi to Hyper-V as part of the company's hypervisor migration plan, ensuring 99.9% uptime during the transition.
- Migrated on-premises databases to Azure Cloud, set up VMs, deployed web apps, and implemented monitoring for performance and availability.

PT INTERLINK TECHNOLOGY Oct 2020 – Aug 2021
Network Operation Center (Full Time)

- Provide monitor network traffic using MRTG (Multi Router Traffic Grapher) to ensure optimal performance & identify any anomalies keep 99.9% availability based SLA Contract.
- Managed access more than 6 permits for Data Centers, including CDC, IDC3D, GSD ALPHA, Telkom Sigma, IDCS, & APJII, ensuring proper authentication & authorization. Troubleshoot problem network.
- Created monthly documentation & reports on SLA (Service Level Agreement) contracts, including performance metrics, incident summaries & recommendations for improvement.

EDUCATION

POLITEKNIK NEGERI JAKARTA Sept 2021 – Sept 2025
Bachelor of Applied, Majoring in Informatics & Computer Engineering - Multimedia & Network Engineering

- Cumulative GPA: 3.91/4.0
- Relevant Coursework: Network Engineering; System Administrator; Cyber Security, Cloud Computing & IT Infrastructure.
- Awards: 2nd Winner – Cyber Security Competition of KMIPN V (Badan Koordinasi Kemahasiswaan Politeknik, 2023) & Finalist Winner – of Invention 2022 Categories Senior Web Design (Udayana University, 2022)

- Project: Sistem Pengelolaan Bank Sampah Berbasis Website di Kampung Berseri, Cileungsi, Bogor (Web), Sinau | Web Based Educational Forum Application (Web) & Smart Dry Food Monitoring Using Arduino Uno (Embedded System)

SMKN 1 JAKARTA

Jul 2017 – May 2021

Majoring in System Information Network & Application

- Awards: 3rd Winner – Web Design Competition General Categories (Yarsi University, 2018); 1st Winner – Explore Museum (Dinas Pariwisata dan Ekonomi Kreatif DKI Jakarta, 2019) & Finalist Winner – of ITechno Cup 2021 Categories Junior Web Design (Politeknik Negeri Jakarta, 2021)

LEADERSHIP & ORGANIZATION

COMPUTER STUDENT CLUB 2022/2023 - PNJ

Feb 2023 – Dec 2023

President

- Managed & oversee the Computer Student Club, which includes 3 learning divisions: software development, cyber security & exploration.
- Developed & establish the 7 agenda & work program for the club's activities for the upcoming period.
- Curated & showcased the top 9 outstanding final project outcomes from a pool of completed assignments, featuring them on the @cscpnj Instagram account for public viewing.

HIMATIK 2021-2022 - PNJ

Feb 2022 – Dec 2022

Staff Departement of Education & Technology

- Implemented the work program of the Department of Education & Technology, with a focused role in implementing the 2022 ITechno Cup, ensuring the success of the 6 competitions.
- Planed & coordinate the event, including budgeting, scheduling, logistics & resource allocation to ensure its successful execution.

SKILLS

Skills: IP Addressing, TCP/IP, Subnetting, ping, traceroute, Routing (Static, RIP, OSPF & BGP), Switching, Troubleshooting, LAN, WAN, VPN, TCP/IP, DHCP, VLAN, DNS, OSI Layer, Web Server (Apache & Nginx), Firewall, FTP & SSH. Using tools: SNMP (Cacti, Prometheus Grafana, Zabbix & PRTG), SMTP email server (RoundCube) Mikrotik Winbox, Wireshark, PUTTY, GitHub, FileZilla, Virtualization Virtual Machine VM (Virtual Box, VMWare ESXi & Hyper-V). Operating System: Windows Server (Active Directory & Group Policy Object), Linux CLI or GUI Ubuntu, Linux Mint & Kali Linux. Programming Languages: PHP & Python. Scripting: Shell Script & Powershell. Database: MySQL; SQL Server. Cloud (Azure & AWS), Service Level Agreement (SLA).

Languages: Native in Indonesian; Beginner in English.

Certifications & Training: Networking Essentials (Cisco Netacad Academy, 2023), NSE 1 Network Security Associate (Fortinet, 2022), Network & Infrastructure (BNSP, 2023); Online Course in Cyber Security Essentials Training : Core Principles, Linux for Beginner (BitDegree, 2022), Computer Networking, DevOps (Dicoding, 2022); Python (Sololearn, 2022); Cisco for Beginner, Mikrotik for Beginner (ID-Networkers, 2023), Virtual Machine Fundamental (Aguna Course, 2023), Cloud Practitioner (Amazon Web Service Training & Certification, 2023), Introduction to Information Security (Cyber Academy Indonesia, 2023); Architecting on AWS, Cloud Technical Essential (ICS Compute, 2024); Network Defence Essentials (EC-Council, 2024); SOC Essentials (EC-Council, 2025).