Muhammad Fauzan

IT Support Specialist

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🪪 PROFILE

IT Support Specialist with over 10 years of experience managing enterprise-level IT operations, network infrastructure, and helpdesk systems. Skilled in Windows Server, Mikrotik, VMware, and system monitoring tools such as Zabbix and PRTG. Proven ability to lead large-scale IT environments, coordinating 78 engineers across 40 hospital units under Siloam Hospitals Group. Strong technical, analytical, and leadership skills with a focus on reliability, security, and user satisfaction.

🎓 EDUCATION

02/2010 – 08/2015	**Binus University,** *Bachelor of Information Systems*

💼 PROFESSIONAL EXPERIENCE

08/2015 – 02/2022 · **IT Support Supervisor,** *PT Mitra Bersama Jaya*

- Supervised and coordinated all IT operations across multiple offices and production sites, ensuring stable network and system availability.
- Coordinated and monitored IT projects across 27 branch locations to ensure the seamless execution of network setup, inventory management, and troubleshooting activities.
- Monitored all IT infrastructure for the Head Office, 27 branches, 3 retail stores, and 2 factories using the **PRTG dashboard**, integrating **Telegram push notifications** for real-time alerts and escalation.
- Led the installation and configuration of IT equipment, including workstations, printers, and peripheral devices to support daily operations.
- Oversaw network cabling, connectivity, and performance troubleshooting to minimize downtime and improve system reliability.
- Managed OS deployments, software installations, and regular updates to ensure system compatibility and security.
- Controlled IT asset inventory and procurement, maintaining accurate documentation and device lifecycle tracking.
- Implemented basic cybersecurity measures, antivirus maintenance, and user awareness programs to secure internal networks.
- Collaborated with management to plan and execute infrastructure upgrades aligned with business expansion.
- Achieved a significant reduction in downtime through standardized maintenance, documentation, and proactive monitoring practices across all sites.

| 02/2022 – 03/2025 | **IT Infrastructure & Support Lead,** *PT Enigma Cipta Humanika* |

- Managed IT assets and inventory, including procurement, tagging, and maintenance of laptops, PCs, and peripherals across Enigma branches and client sites.
- Provided network administration and troubleshooting for LAN/WAN connections, wireless access points, and VPN configurations.
- Performed technical troubleshooting for hardware, software, and system issues to ensure continuous user productivity.
- Monitored infrastructure and system uptime using tools such as Zabbix, PRTG, and Wazuh.
- Handled ticketing and user requests via **osTicket**, coordinating with related teams to meet SLA targets.
- Managed Google Workspace user accounts, email access, and permissions; maintained security policies and backup routines.
- Supported virtualization environments using VMware, including setup, cloning, and performance optimization.
- Conducted basic network security and penetration testing to identify vulnerabilities and strengthen IT infrastructure.
- Assisted IIR and management through **Sentrifugo IRMS**, handling attendance, asset, and access tracking.
- Assisted in IT budgeting and financial planning, including preparing forecasts, tracking expenses, and compiling petty cash and operational reports for management review.
- Collaborated with internal and client teams to ensure all IT systems remained stable, secure, and aligned with operational needs.

| 03/2025 – 10/2025 | **Project Manager IT Support & Helpdesk,** *Siloam Hospitals Group* |

- Led IT Support operations for 40 hospital units under Siloam Hospitals Group, managing 78 IT Support engineers and 7 Helpdesk staff nationwide.
- Ensured SLA compliance, efficient ticket management, and effective helpdesk coordination.
- Supported the Head Office ICT team with shift scheduling, issue escalation, and asset control.
- Maintained system reliability and provided L1/L2 troubleshooting assistance to ensure operational continuity.
- Improved SLA performance to 98% and established standardized issue-escalation workflows across all units.

🧠 SKILLS

Network & Infrastructure: LAN/WAN, Wi-Fi, VPN, Mikrotik, Router Configuration, VLAN Management, Firewall (Fortinet / Cisco / Mikrotik), Switch Configuration (Dell Force10 / Cisco / Aruba), Network Topology Design, Bandwidth Management (QoS), VMware

System Administration: Windows Server, Active Directory, Linux CLI, OS Deployment (PXE / Clonezilla), Virtualization, Group Policy Management (GPO), User Access & Permissions, Patch Management (WSUS / Manual), Endpoint Configuration (MDM / Intune)

Monitoring & Security: Zabbix, PRTG, Wazuh, SIEM, Endpoint Protection, Basic Penetration Testing, Log Analysis, Email Security & Phishing Prevention, Firewall Rules Optimization, Network Traffic Monitoring

Support & Tools: Helpdesk (ManageEngine, osTicket, ClickUp), IT Asset Management, SLA / KPI Tracking, Remote Support Tools (AnyDesk, RDP, TeamViewer), Ticket Escalation Workflow, Documentation & SOP Writing

Additional: IT Budgeting & Reporting, PowerShell / Bash Scripting, Microsoft 365 Admin, Google Workspace Management, Backup & Recovery (Acronis / Veeam), Cloud Integration (Azure AD / OneDrive / SharePoint)

📁 SELECTED PROJECTS

2020 – 2022

Nationwide IT Infrastructure Deployment Project, *Implemented and standardized IT systems, VPN tunneling, and ERP server connectivity for 27 branches across Indonesia, improving network reliability and centralized operations.*

- Supervised nationwide IT operations and infrastructure across 27 branches in Indonesia, ensuring stable connectivity and secure access to Head Office systems.
- Installed and configured user computers, CCTV systems, fingerprint attendance devices, access control systems, and PABX phones to support daily operations.
- Set up VPN tunneling on MikroTik routers for each branch, enabling ERP server access, centralized attendance reporting, and data synchronization with the Head Office.
- Managed network setup and documentation, including topology mapping, IP address allocation, and asset tagging for all branches.
- Oversaw file sharing, printer mapping, QoS configuration, and routing management to maintain reliable network performance and resource efficiency.
- Controlled IT asset procurement, performed preventive maintenance, and ensured system uptime through standardized monitoring procedures.
- Conducted short user training sessions on ERP access, shared folders, and IT best practices to enhance operational readiness.
- Achieved a significant reduction in downtime through improved documentation, network optimization, and proactive issue handling.

2022

Hackathon TechConnect - Enigma x Sinar Mas TechConnect,
IT support and event operations for a large-scale programming

- Supported a 2-day programming competition by preparing participant laptops, internet connectivity, and IT equipment.
- Handled both technical and non-technical coordination to ensure smooth event operations.

2023

Trainer Enigmacamp Class X – Danamon University,
Trainer – Operating Systems (Linux & Windows Server)

- **Day 1–2 (Linux):** Covered introduction to Linux history, distributions, directory structure, Command Line Interface (CLI), system management, basic networking, and shell scripting.
- **Day 3 (Windows Server):** Taught core concepts of Windows Server including **OSI Layer**, **File Sharing**, and **Active Directory**.

The training emphasized foundational understanding and practical implementation to prepare participants for real-world IT environments.

2023

Asset Management System Implementation,
Developed and deployed a centralized IT asset Tracking System

- I was responsible for developing a complete IT asset inventory and movement tracking system from scratch.
- Initially managed through spreadsheets, I transitioned the process into an open-source asset management system using **Snipit**, enabling full visibility of all IT equipment.
- The project included implementing barcode labeling for assets and introducing a paperless handover process using digital signatures instead of physical forms.
- This initiative successfully improved accuracy, efficiency, and accountability in IT asset tracking and lifecycle management.

2024

Network Infrastructure Project - PT GK Hebat,
Wireless radio and firewall integration across 10 remote sites

- Handled a large-scale network deployment for 10 remote plantation sites (26,000+ ha) in Kalimantan.
- Designed a centralized wireless radio topology, configured firewalls, and ensured stable connectivity to the Head Office.

- Completed the project within 2 months and provided post-implementation maintenance to ensure continuous network uptime.

2024   **Unusual Day - Security Awareness,**
Security Awareness Program-PT Enigma Cipta Humanika
- Trusted to lead and host monthly **Security Awareness sessions** as part of Enigma's internal IT initiative.
- Delivered presentations on the importance of cybersecurity to all employees, covering topics such as malware, phishing, ransomware, social engineering, password hygiene, device and endpoint security, internet and Wi-Fi safety, physical security, and desk awareness.
- The program aimed to strengthen employee awareness and reduce potential security risks across the organization.

2025   **IT Support Project - Siloam Hospitals All Units,** *IT Managed Service*
- At the beginning of 2025, Enigma expanded its partnership with Siloam Hospitals to manage IT Support operations across **40 hospital units**, with a total of **78 IT Support engineers**.
- I contributed to designing and implementing a centralized IT Support system, which included the creation of standardized SOPs, access management policies, and the enforcement of a ticketing system for all user requests.
- This initiative successfully improved service traceability, performance evaluation, and coordination between unit IT Support teams and the Head Office ICT department.

🗂 CERTIFICATIONS & TRAINING

Google IT Support 🔗
Google

Web Penetration Testing 🔗
Cyber Academy Indonesia

Network Penetration Testing 🔗
Cyber Academy Indonesia

Google Project Management Specialization 🔗
Google

Digital Forensic Analyst 🔗
Cyber Academy Indonesia

Security Operation Center (SOC) Analyst 🔗
Cyber Academy Indonesia

MikroTik Certified Network Associate (MTCNA)
MikroTik (Credential ID 2301NA285)

NSE 1 🔗
Fortinet