

HANAFI WIDYANTO

NETWORK ENGINEER

Jakarta, Indonesia | hanafiwidy@gmail.com

SUMMARY

Dedicated Network and Systems Engineer with over 7 years of professional experience in designing, implementing, and maintaining robust enterprise infrastructures. JNCIA-Junos certified with extensive hands-on expertise in network routing and security (Cisco, FortiGate, SD-WAN) as well as advanced virtualization and storage management (VMware ESXi, IBM FlashSystem). Adept at complex troubleshooting, proactive network monitoring via Grafana, and optimizing system performance to ensure maximum uptime and operational continuity.

PROFESSIONAL EXPERIENCE

PT. SATKOMINDO MEDIYASA

Network & Infrastructure Engineer - TPG (SMS & WABA)

Sept 2023 - Present

- Infrastructure Management: Managed, monitored, and maintained High Availability (HA) for Transaction Processing Gateway (TPG) server infrastructures supporting banking SMS Blast and WhatsApp Business API (WABA) services.
- Network & Storage Operations: Performed regular installations, configurations, and software/firmware patching for Cisco routers/switches, FortiGate Firewalls, and Pure Storage systems.
- Virtualization & Migration: Executed physical-to-virtual (P2V) server migrations to VMware ESXi environments and seamlessly migrated Cisco server workloads.
- Traffic & Performance Analysis: Analyzed data traffic anomalies (SMS & WA) and generated monthly server capacity utilization reports to ensure strict Service Level Agreement (SLA) compliance.
- Stakeholder & Compliance: Drafted technical Standard Operating Procedures (SOPs), reviewed Managed Services billing documentation, and coordinated extensively with over 100 banking users and stakeholders.

Support Engineer - Kaseya & Network Automation (SolarWinds)

Aug 2022 - Sep 2023

- System Health Monitoring: Monitored the reliability of Kaseya and SolarWinds server infrastructures, conducting proactive analysis to prevent CPU and memory utilization anomalies.
- Endpoint Troubleshooting: Performed deep-dive root-cause analysis (RCA) and resolved Kaseya agent data delivery failures on the client side.
- Reporting & Managed Services: Compiled periodic system performance reports (daily, weekly, monthly) and produced Managed Services handover protocols as a basis for client billing verification.

NOC Application Engineer - SMS & WABA

Aug 2021 - Aug 2022

- Gateway Application Support: Maintained the operational reliability of TPG servers facilitating SMS Blast distribution and real-time notification systems for the mobile banking application (BRImo).
- Traffic & Billing Analysis: Extracted, monitored, and reconciled SMS and WhatsApp traffic billing reports to drive operational cost efficiency.
- Client Coordination: Acted as the Single Point of Contact (SPOC) for 100+ banking users, ensuring the smooth execution and scheduling of SMS/WhatsApp Blasts.
- Analytic Reporting: Produced daily, weekly, and monthly analytical data reports regarding application utility metrics.

Network Operations Center (NOC) - VSAT

Jul 2019 - Aug 2021

- **Massive Infrastructure Monitoring:** Monitored and maintained the stability of VSAT network connectivity (Hughes HX & Jupiter systems) covering 10,000+ ATM nodes and Bank BRI branches across Indonesia.
- **Field Dispatch & Coordination:** Coordinated and guided 50+ field technicians through investigation, fault isolation, and physical network repairs at remote locations.
- **Server Maintenance:** Conducted routine checks and preventive maintenance on VSAT servers and networks at the Hub side.

SKILLS

Cisco & Fortinet, VMware ESXi & VDI, IBM & Pure Storage.	Grafana & SolarWinds, Network Monitoring.	Stakeholder Communication, User Support, IT Service Management (ITSM), High Availability (HA) Management.
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EDUCATION

Bachelor of Informatics (S1 Teknik Informatika) Universitas Indraprasta PGRI	2014 - 2018
• Relevant coursework: Computer Networks, System Administration, IT Infrastructure Management, and Data Communications.	

ADDITIONAL INFORMATION

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- **Languages:** Indonesian (Native), English (Professional Working Proficiency).
 - **Certifications:** Juniper Networks Certified Associate - Junos (JNCIA-Junos).