

YOGA AGUNG PRATAMA PUTRA

IT SUPPORT ENGINEER | NETWORKING | INFRASTRUCTURE

Bekasi, West Java, Indonesia | +62 821-1613-1763 | yoga.agungqrn@gmail.com

GitHub: github.com/yogaagungpratama | Portfolio: yogaagungpratama.github.io/yogaagungpratama

PROFESSIONAL SUMMARY

IT Support Engineer experienced in network infrastructure and hardware. Skilled in installation, configuration, maintenance, troubleshooting, and operational documentation. Previously an IT Administrator, and built an infrastructure monitoring project with Python, Linux, cPanel UAPI, Telegram Bot API, and Home Assistant. MikroTik MTCNA certified; TOEFL Prediction score 504.

WORK EXPERIENCE

Support Engineer - Networking & Hardware | PT Persona Prima Utama | Dec 2024 - Present

- Install, configure, and maintain networks and hardware to keep systems reliable.
- Analyze and resolve network and hardware incidents to support business continuity.
- Monitor IT infrastructure performance and document follow-ups and resolutions.
- Support and control the C-Icare application used by the BSI Telesales Call Center.

IT Administrator | PT DSW Tax Consultant | May 2022 - May 2023

- Managed and maintained networks and servers for stable, secure operation.
- Prepared operational and business documents, including quotations, invoices, and company profile.
- Provided IT support for smooth operations and client service.

SELECTED PROJECT

Email Monitoring & Infrastructure Automation

Designed a mailbox usage and quota monitoring flow via cPanel UAPI, using a Python service on Ubuntu Server. Sends reports and notifications through Telegram, integrates with Home Assistant automation, and uses Tailscale for private access.

EDUCATION

Master of Business Management | Universitas Pertiwi | Sep 2025 - Present

Bachelor of Computer Systems | Universitas Gunadarma | 2018 - 2023 | GPA 3.00

Senior High School, Science Major | SMA KORPRI Bekasi | 2015 - 2018

CERTIFICATIONS & LANGUAGE

- MikroTik Certified Network Associate (MTCNA) - issued 13 Oct 2024, Certificate No. 2410NA2210, valid 3 years.
- BBC TOEFL Prediction Test - Score 504 (Listening 47, Structure 51, Reading 53), tested 16 Sep 2026, Certificate No. 930.021.09.26, Universitas Pertiwi.

SKILLS

Technical: Linux, Ubuntu Server, computer networking, MikroTik, hardware troubleshooting, Python, cPanel UAPI, Telegram Bot API, Home Assistant, Tailscale, Docker, FastAPI, PowerShell.

Competencies: technical support, infrastructure monitoring, system administration, documentation, communication, teamwork, problem solving.