



YOGA AGUNG PRATAMA PUTRA

IT Support Engineer | Networking | Infrastructure



CONTACT



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</> SKILLS

Linux Ubuntu Server Networking

MikroTik Hardware troubleshooting

Python cPanel UAPI Telegram Bot API

Home Assistant Tailscale

Docker FastAPI PowerShell



CERTIFICATIONS

MikroTik Certified Network Associate (MTCNA)

Issued 13 Oct 2024 - Valid 3 years

BBC TOEFL Prediction Test

Score 504 - Listening 47 - Structure 51 - Reading 53

16 Sep 2026



PROFESSIONAL SUMMARY

IT Support Engineer experienced in network infrastructure and hardware; installation, configuration, maintenance, troubleshooting, documentation; built an infrastructure monitoring project with Python, Linux, cPanel UAPI, Telegram Bot API and Home Assistant.



WORK EXPERIENCE

Support Engineer - Networking & Hardware

PT Persona Prima Utama

Dec 2024 - Present

- Install, configure and maintain networks and hardware.
- Analyze and resolve network and hardware incidents.
- Monitor infrastructure performance and document resolutions.
- Support BSI, c-lcare call center application.

IT Administrator

PT DSW Tax Consultant

May 2022 - May 2023

- Managed networks and servers.
- Prepared quotations, invoices and company profile.
- Provided IT support.



SELECTED PROJECT

Email Monitoring & Infrastructure Automation

- Mailbox quota monitoring via cPanel UAPI with Python service on Ubuntu Server.
- Telegram notifications and Home Assistant automation.
- Tailscale private access.



EDUCATION

Master of Business Management

Universitas Pertiwi - **Sep 2025 - Present**

Bachelor of Computer Systems

Universitas Gunadarma - **2018-2023 - GPA 3.00**

SMA KORPRI Bekasi - 2015-2018