

Supartiningsih

IT and Network Engineer

 Surabaya City, Indonesia

My name is Nining and I have been employed in the telecommunications industry since 2001, specializing as an IT support and network operations engineer. As an IT support professional, I have developed proficiency in executing daily operational duties, resolving technical problems, configuring and establishing network devices, and even creating simple websites and applications.

I am good at collaborating effectively with a diverse team as well as working autonomously. Additionally, I possess independent thinking, creativity, a strong work ethic, and committed to continuous learning.

I am available for work at any time, open to relocation, and able to work in any location.

 **email:** nining.networkengineer@gmail.com **WhatsApp:** [+62811530053](https://wa.me/62811530053)

Technical Skills

- Routing, Switching, TCP/IP, LAN, WAN
- VoIP & PBX Systems
- FTTX Network, Broadband Technology
- Windows, MacOS
- MySQL
- PHP, HTML, CSS
- C++, Python
- Figma, Canva, Adobe Photoshop, Corel Draw

Work Experience

Network Delivery Engineer • PT NAP Info Lintas Nusa (Matrix) • Full-Time

June 2021 - Present



- In charge of installing, upkeep, managing fiber optic cable, and providing internet services to customers.
- Possessing an understanding of the FTTH concept.
- Utilizing Google Earth and other mapping applications to accurately determine the network coverage.
- Creating SLD - Single Line Diagrams of cables and core management for cable networks in East Java.
- Providing technical assistance to support the sales department.
- Coordinating with vendors and third-party partners to support work processes.

Independent Consultant • PT Oriflame Indonesia • Freelancer

September 2016 - June 2021



- Leading direct sales teams for cosmetic and personal care product companies through the implementation of online marketing strategies.
- Developing and managing an interactive landing page website as a promotional tool for the team.
- Leading a direct sales group of over 100 individuals and devising online marketing plans to meet the group's target of generating at least 70 million rupiah in sales each month.

- Achieving a minimum sales target of 140 million rupiah per month for a consecutive two-year period and attaining the position of the 12th Top Leader in Balikpapan for both 2019 and 2020.

Data Communication Core Network Engineer • PT Telkomsel • Full Time

October 2010 - February 2015

- Responsible for the administration, configuration, and troubleshooting of Cisco network devices.
- Managing firewall access for employees and third-party individuals on CheckPoint devices.
- Addressing internal complaints by utilizing a remedy ticketing system to resolve issues within the predefined SLA targets.



IT Regional Operation Engineer • PT Telkomsel • Full Time

September 2001 - October 2010

- In charge of the administration, maintenance, and troubleshooting of all infrastructure devices within the regional office, such as network devices, PABX, and local servers.
- Developing LAN, WAN, Wireless Access Point, VoIP, and extension telephone line (PBX) concepts for the regional office area.
- Providing application support troubleshooting for internal departments, including sales, HRIS, and finance.
- Taking responsibility for resolving computer software and hardware problems.
- Managing regional Active Directory servers.
- Creating local web tools to support finance, HR, and General Affairs.
- Configuring and setting up PABX systems, as well as developing web-based tools for password and extension number generation.
- Addressing internal complaints using a remedy ticketing system with the aim of resolving issues within the set SLA targets.



Internet Helpdesk • PT IndosatM2 • Apprenticeship

July 2001 - September 2001

- Responsible for customer complaint handling through the telephone and email.



Education



STMIK STIKOM Balikpapan

Bachelors Degree

Majoring in Information Technology, Computer Science



SMK Telkom Malang (Telkom School)

Senior High School

Soft Skills

- Leadership
- Sales support skill
- Digital marketing
- Video editing

Languages

- Indonesian — Native
- English

Course & Certificate

- CCNA 200 - 301 course *by IDN.id*
- Cisco Internetwork Troubleshooting (CIT) *by Cisco*, Certificate Number: 6205022333
- Interconnecting Cisco Network Devices (ICND) *by Cisco*, Certificate Number: 6205022045
- Unix System Administration *by Sisindokom*
- Introduction to Oracle8i: SQL and PL/SQL *by Oracle*
- HTML & CSS Fundamental Course *by Progate*
- Information Security Management System ISO 17799 & ISO 27001 Implementer *by ERESHA*