

DZUL KHAIR AROPIAN

Information Technology Specialist

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SUMMARY

IT Support Specialist with 2+ years of experience in network infrastructure maintenance, system administration, and end-user technical operations for 100+ users. Skilled in Windows Server administration, Active Directory, Microsoft 365, MikroTik and Fortinet network devices, QNAP NAS, CCTV systems, and IT asset management. Proven track record in resolving technical support tickets efficiently with an average response time under 30 minutes.

SKILLS

- Networking: MikroTik RouterOS, Fortinet FortiGate, VLAN, Firewall Rules, VPN, DNS, DHCP, Static IP, Subnetting, AP Wi-Fi Configuration, Cable Management, Troubleshooting.
- System Administration: Active Directory (AD DS), Group Policy (GPO), Windows Server, Microsoft 365 Admin, Exchange Online, 2FA, User Access Security.
- Virtualization and Storage: VMware, VirtualBox, QNAP NAS.
- Hardware and Software: Desktop/Laptop Hardware Setup, OS Reinstallation (Windows), Printer/Scanner Support, CCTV Infrastructure Maintenance, Peripheral Troubleshooting.
- IT Service Management: IT Asset Lifecycle Management (Onboarding/Offboarding), Ticketing Systems, Jira, Vendor Coordination, IT Documentation.
- Development and Database: Laravel, MySQL, WordPress, cPanel.

WORK EXPERIENCE

IT Support Staff | PT Diastika Biotekindo Tbk, Jakarta Timur, Feb 2024 - Present

- Maintained multi-site network infrastructure for 100+ users across 2 locations using MikroTik and Fortinet firewalls, handling VLAN configuration, bandwidth management, and VPN connectivity
- Administered Windows Server (Active Directory, DNS, GPO) for centralized user account management, access permissions, and device security policies
- Managed Microsoft 365 tenant for 100+ users including user creation, licensing, Exchange Online mailboxes, and Teams setup
- Monitored and maintained network devices, and CCTV systems to ensure high availability and uptime
- Implemented IT asset lifecycle management for employee onboarding, hardware maintenance, software setup, asset tagging, and secure offboarding
- Resolved 60+ technical support tickets monthly for hardware, software, and network issues with an average response time under 30 minutes
- Performed desktop/laptop hardware maintenance, peripheral troubleshooting (printers, scanners), and OS installations
- Coordinated with external IT vendors for equipment procurement, internet service maintenance, and CCTV infrastructure updates

IT Support Intern | PT Khong Guan Group, Jakarta Pusat, Jun 2023 - Jan 2024

- Provided hardware, software, and network troubleshooting for 40+ end-users across Windows environments
- Configured and maintained QNAP NAS storage for centralized data repositories, managing share permissions and data backup routines
- Implemented Two-Factor Authentication (2FA) across user accounts to strengthen endpoint security
- Deployed and maintained hybrid meeting room infrastructure including Smart TVs, Polycom conferencing systems, and wireless display setup

IT Support Intern | PT Erajaya Swasembada Tbk, Jakarta Utara, Aug 2021 - Oct 2021

- Resolved 30+ technical support tickets daily using Jira while adhering to internal SLA compliance
- Processed e-commerce workflow tickets (Sales Orders, Returns, Cancellations) via Jira and Magento for 500+ weekly transactions
- Assisted in automating repetitive data entry workflows using Postman API, reducing manual processing time

PROJECTS

- CCTV and Network Infrastructure Setup – Warehouse (2026). Coordinated and assisted in deploying CCTV cameras, PoE switches, and network cabling for a new warehouse facility alongside external vendors.
- Assetika IT Service Management (ITSM) Application (2025). Developed an internal web-based asset tracking tool using Laravel, TailAdmin, and MySQL to streamline IT hardware inventory and user support logging.
- Office Network & Firewall Maintenance (2025). Assisted in updating firewall rules on Fortinet FortiGate 71G and reconfiguring MikroTik as a gateway for Office Warehouse.

CERTIFICATIONS

- Software Developer (Pengembang Perangkat Lunak) BNSP / LSP Universitas Bina Sarana Informatika (2022)

EDUCATION

- D3 Information Systems, GPA 3.74 Universitas Bina Sarana Informatika, Jakarta (2019 - 2022)