



RIZKI MAULANA

Cilandak, Jakarta Selatan, DKI Jakarta, Indonesia 12420

+62 82241807320

Portfolio : <https://rizki-maulana.vercel.app/>

Email : rizkimaul31@gmail.com

DESCRIPTION

IT Support professional with 4+ years of experience managing IT infrastructure, networks, and end-user support across multi-site environments (100–150+ users). Proven ability to design and implement network solutions (LAN, WAN, VLAN, VPN, Mikrotik), develop web-based internal systems using Laravel, and resolve critical incidents including phishing attacks and data recovery from corrupted drives. Experienced in Microsoft 365 administration, cloud environments (Azure, Google Cloud), and leading small IT teams to deliver reliable, end-to-end IT operations.

EXPERIENCE

JARIS & K

System Administrator

Cilandak, Jakarta Selatan

Apr 2025 - Jan 2026

- 1. Served as sole IT administrator for 150+ users, ensuring 100% account availability and zero provisioning backlog through structured M365 lifecycle management
- 2. Enforced access security by implementing MFA, Conditional Access policies, and DLP rules eliminating unauthorized access incidents across M365 services
- 3. Developed 4 internal web systems that digitized manual workflows — cutting stock opname from 1 month to 3 days, OOH reporting from 1 week to 1 day, and enabling paperless OB scheduling for 5 staff
- 4. Built and launched company e-commerce platform (Unke Naru) — providing an independent sales channel with integrated payment processing and automated order reporting
- 5. Responded to and resolved critical incidents (phishing attacks, internet outages, website downtime) with minimal business disruption
- 6. Architected and maintained hybrid cloud backup strategy using Exchange Online, Azure VMs, and Google Cloud Storage — ensuring business data continuity and disaster recovery readiness

JARIS & K

IT Support

Cilandak, Jakarta Selatan

Jan 2024 – Apr 2025

- 1. Managed end-to-end Microsoft 365 administration for 120+ users across 4 buildings, maintaining full license compliance and zero unauthorized access incidents
- 2. Designed and deployed secure network infrastructure (LAN, Hotspot, VPN/OVPN) across 4 buildings (3–4 floors each), supporting uninterrupted connectivity for 120+ users
- 3. Led on-premise to cloud migration of internal server to Microsoft SharePoint, coordinating with external vendors to ensure minimal downtime
- 4. Resolved critical incidents including email phishing attacks and network downtime, restoring operations with minimal business disruption
- 5. Managed IT ticketing system as single point of contact for 120+ users, ensuring all hardware, software, and network issues were tracked and resolved within SLA

1. Built a QR code-based IT asset management web system, replacing manual Excel tracking — reducing quarterly report preparation from 1–2 weeks down to 1–2 days
2. Designed and deployed multi-site network infrastructure (LAN, WAN, VLAN, VPN) across 4 locations, enabling secure remote access to central server for 100+ users
3. Independently built and deployed on-premise HRIS & Payroll system from scratch — still actively used to date, eliminating manual HR data processing
4. Recovered critical company asset data from corrupted/damaged hard drives, preventing permanent data loss
5. Managed IT ticketing and resolved hardware, software, and network issues for 100+ users, maintaining operational continuity across all departments

PT ASIAPART INDOTECH

Leader IT Support & Helpdesk

Serpong Utara, Tangerang Selatan

Jun 2022 – Dec 2022

1. Recruited and led a 5-person IT Support team, handling daily task assignment and team coordination
2. Overhauled entire IT infrastructure for 80+ users, improving network reliability and system scalability from a disorganized legacy setup
3. Configured and deployed full PABX phone system from scratch within first month, replacing outdated and non-functional hardware
4. Maintained end-to-end IT operations including LAN/WAN/VLAN, local server, email, and Accurate accounting system — ensuring zero critical downtime across all business units

SKILLS

Infrastructure & Cloud :

- Microsoft 365 Admin (user, group, license, security management, Exchange Online)
- Microsoft SharePoint (on-premise to cloud migration)
- Microsoft Azure (VMs, storage, access management)
- Google Cloud Storage (cloud backup)
- Local/on-premise server setup, management, and maintenance

Network & Security :

- Network design & implementation: LAN, WAN, VLAN, VPN/OVPN
- Mikrotik configuration (hotspot authentication, firewall, network access control)
- PABX setup and maintenance
- Access security: MFA, Conditional Access, DLP policies
- Network monitoring and incident response

Web Applications & Internal Systems :

- Web application development using Laravel (PHP framework)
- Built internal systems: IT asset tracking with QR code, OOH database, e-commerce, company profile
- Application integration with server, network, and cloud infrastructure
- Uptime monitoring and web performance management

Database & Data :

- SQL (DML & DDL) for data processing and reporting
- MySQL database management

Tools & Software :

- Ticketing: Custom-built IT ticketing system
- Remote support: TeamViewer, AnyDesk, RDP
- OS: Windows 10/11, Windows Server, macOS
- Accounting: Accurate
- HRIS: SaeHR

EDUCATION

UNIVERSITAS BUDI LUHUR — Pesanggrahan, Jakarta Selatan. Department of Information Systems | Sep 2024 – Present. Expected: 2028

SMK MUHAMMADIYAH 1 PLAYEN — Gunungkidul, Yogyakarta. Department of Computer Engineering and Networking | Jul 2019 – May 2022

TRAINING

- Computer and Network Engineering Competencies – Gunungkidul Communication and Information Agency, 2022 (*OS installation, network configuration, Mikrotik*)
- TOEIC Prediction Test – BATANIA Language Training Institution, 2022
- Introduction to Data Analytics – RevoU, 2025 (SQL-based data processing and analysis)

ORGANIZATIONAL EXPERIENCE & ACHIEVEMENTS

- Secretary & Media Communications Division — Ikatan Pelajar Muhammadiyah (IPM), 2019 - 2022
- 1st Place, BDA Mencari Bakat | Network topology design and implementation
- 1st Place, UAD Young Innovator Competition | Student attendance web system design and development