

D. B.

TECHNICAL MANAGER

I am comfortable operating on a wide range of platforms and environment and can offer you my services in research and analysis, project planning, implementation and technical documentation. I have an excellent understanding of the entire infrastructure and design process, including specification, implementation, documentation and quality assurance. I always push myself on my ability to explain complex processes in easy-to-understand terms for end users.

SKILLS

- Office 365
- Windows Server
- Desktop and Management Monitoring
- Mail Client and Migration Tool
- Anti-Virus
- Mail and Unified Server
- Virtualization
- Data Replication
- ITSM
- Design and Mapping Tool
- Networking
- SMTP and Security
- Database
- Asset and Patch Management
- Security

EDUCATION

Bachelor of Information Technology

YARSI University
2003 - 2009

LANGUAGE



English



Bahasa Indonesia

CERTIFICATIONS



- Microsoft® Certified Technology Specialist
- Microsoft Certified Professional
- Microsoft® Certified Solutions Expert
- Microsoft® Certified Solutions Associate
- Enabling Office 365 Services
- Managing Office 365 Identities and Requirements
- Advanced Solutions of Microsoft Exchange Server 2013
- Core Solutions of Microsoft Exchange Server 2013
- Microsoft® Certified Technology Specialist: Windows Server 2008 R2, Server Virtualization
- Microsoft® Certified Technology Specialist Windows Server 2008 Active Directory, Configuring
- Microsoft® Certified Technology Specialist: Microsoft Exchange Server 2010, Configuring
- Microsoft® Certified Technology Specialist: Office 365
- Microsoft® Certified Technology Specialist: Messaging

EXPERIENCES

ALFA CONNECTIONS PTE LTD

Technical Manager

November 2022 - Present

- Supervise and oversee a team of IT personnel.
- Create and implement comprehensive solutions using the latest Microsoft products and other key company-focused technologies.
- Offer technical support and training to IT personnel.
- Occasionally collaborate with third parties to resolve issues.
- Assist in both pre-sales activities and technical demonstrations, proofs of concepts, and evaluations.
- Contribute to the collective efforts of the team by sharing knowledge, documenting processes, aiding in the maintenance of the team lab environment, and engaging in team initiatives.
- Administer and coordinate the technical support escalation process, actively participating in resolutions.
- Evaluate the technical requirements of the team or clients.
- Deliver presentations on Cloud solutions and technical proposals to potential clients. Direct the collection of architecture, design, and presentation of solutions tailored to client requirements.

Successfully Implemented Projects

- Delivered Office 365 onboarding and admin training for an education-sector organization to ensure a smooth digital transition.
- Led a Microsoft 365 E5 Compliance PoC under the ECIF Program for an agribusiness firm, boosting IT governance and security.
- Conducted a Microsoft Intune assessment, implemented Microsoft Defender for Office, and provided managed services for an agriculture company.
- Migrated a plantation-sector organization from Google Workspace to Microsoft 365 to enhance team collaboration.
- Supported an agriculture company through Microsoft 365 CSAT remediation to improve performance and user experience.
- Deployed a Microsoft Intune pilot for a nonprofit, enabling cloud-only enrollment, compliance rollout, and conditional access across devices.
- Implemented Microsoft 365 E5 for a government agency, covering security, DLP, sensitivity labels, USB control via Intune, and compliance reporting.

INDONESIA'S TRUSTED IT INFRASTRUCTURE PARTNER

Support Manager, Senior Technical Manager & System Technology Consultant

September 2009 - November 2022

- Lead and Manage a Team of IT Personnel
- Design and development of integrated solutions using the latest Microsoft products and other company product focus.
- Present Cloud solutions and technical proposals to prospects and client Direct the gathering of architecture, design, and presentation of solutions to meet the client's needs.
- Support and as well as presales, demonstrations, proofs of concepts, and evaluations
- Contribute and Assist to the team effort by sharing knowledge, documenting, helping maintain the team lab environment, and participating in team initiatives.
- Manage and Provide technical support escalation process as well as participate.
- Providing technical support and training IT Personnel.
- Assessing the technical needs of the team or clients.
- Occasionally working with third parties to rectify issues.

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sales@alfaconnections.com