

BAGAS ANARDI SURYA WIJAYA S.KOM

STAFF IT SUPPORT

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OBJECTIVE

Bachelor of Informatics Engineering graduate with a foundation in computer systems, networking, and information security. Seeking an IT Support role with a focus on network and system troubleshooting. Gained hands-on experience through academic projects and laboratory practice involving TCP/IP, network configuration, traffic analysis, Linux environments, and basic network security.

EDUCATION

May 2021 – Feb 2025	Institut Teknologi Nasional Malang (ITN)
Malang, East Java	<i>Bachelor's Degree in Informatics Engineering</i>
	GPA : 3.60 out of 4.0 (Cum Laude)

PROFESSIONAL EXPERIENCE

08/26 – Present	PT Sariguna Primatirta (Cleo)
Onsite, Surabaya	<i>Graphic Designer (Internship)</i>
	• Work with computers, software, and digital tools as part of daily work. • Troubleshoot software and technical issues when working with different applications and devices. • Manage files, system settings, and digital workflows.
Onsite, Malang	Institut Teknologi Nasional Malang
	<i>Network Configuration & Troubleshooting Lab</i>
	• Configured LAN networks using Cisco Packet Tracer, including IPv4 addressing, subnetting, DHCP, DNS, and basic routing. • Performed network connectivity troubleshooting using ping, network configuration checks, and basic diagnostic commands. • Identified and resolved configuration issues affecting communication between network devices.

PROJECTS

Jan 2024 – Jul 2024	Laboratory Assistant — Image Processing & Multimedia Laboratory
	<i>Institut Teknologi Nasional Malang</i>
	• Assisted students with computer and software-related issues during practical sessions. • Helped troubleshoot problems with computers, applications, and laboratory equipment. • Assisted with software installation and basic computer configuration. • Supported laboratory activities and ensured computers were ready for practical sessions.

Feb 2024 – Jun 2024

PT Maleo Edukasi Teknologi | Independent Study Program

MSIB Batch 6 – Studi Independen

- Developed an educational platform through a **capstone project**, covering front-end, back-end, database, and API implementation.
- Worked with **database management, user authentication, authorization, and REST API** integration.
- Collaborated in a team to analyze requirements, troubleshoot technical issues, and present the final project.
- Gained hands-on experience in **web development, system management, data analysis, and basic IT troubleshooting**.

CERTIFICATES

Certifications & Workshops

Participated in **Bicara Tentang Data Workshop, UI Design Competition, How to Build REST API with Laravel Workshop, and Cyber Fest 2022**, covering data, UI design, Laravel development, and cybersecurity.

MSIB Batch 6 – Independent Study

Web Development, Database, API, and Data Analysis.

SKILLS

Networking — Expert

TCP/IP, IPv4, subnetting, LAN/WAN, DHCP, DNS, routing, switching, and network troubleshooting.

IT Support & Systems — Proficient

Windows, Linux, hardware & software troubleshooting, PC setup, system installation, and basic command line.

Network Tools — Proficient

Cisco Packet Tracer, MikroTik, Wireshark, and basic network configuration.

Virtualization — Proficient

Virtual Machine setup and basic Linux environment configuration.