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M. Novan Billiranto

Functional Summary

Information Technology and Telecommunication

Expertise in managing and administering multiple servers for business-critical systems in a Windows-based environment

Knowledgeable and expertise on a variety of networking products and telecommunication devices

Proficient in implementation and configuration Windows Server Family

Pre Sales and Marketing

Experienced in designing and executing marketing concept for networking / telecommunication products

Consultative selling with practical experiences in capturing needs of customers and defining the right solution to solve those needs

Service Desk

Skilled in executing service desk and support functions for systems that require high-level of reliability

Experienced in delivering high-quality service with focus on the needs of customers

General

Excellent communication and presentation skills

Ability to work well individually as well as in team as team member or leader

Summary of Working Experiences

PT. RTI Infokom, Jakarta (June 2007 – Now)

Network and System Administrator

- Managed and administered 20 servers using Microsoft Windows 2000 Server, 2003 Server and Windows 2008 Server
 - Maintained high availability of servers used for business-critical applications with only 1% down time
 - Managed service-desk to support up to 40 end-users
 - Administered routers and switch.
 - Set up and maintained network intranet connections between geographically-distributed branches
 - Produced daily, weekly, and monthly reports of network and system performance and availability
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- PC, notebook, server (hardware and software) installation and trouble shooting
 - Providing technical support and help for level 1 (by phone) and level 2

- Helping system and network administrator for network trouble shouting (cabling, switch, router, etc.), server trouble shouting (exchange, active directory, proxy server, etc.)
- Setting new users (network account, internal mail, external mail, internet, etc.)
- Coordinate with purchasing department for purchase a new hardware (PC, notebook, server, printer, etc.)
- Monitoring hardware request from user or purchasing department to supplier
- PC and notebook demo (benchmarking branded PC and notebook)
- Planning for hardware rejuvenation (PC and notebook)
- Inventorying new and old hardware (PC, notebook, server, printer, etc.)
- Maintain antivirus for client and server (Office Scan)
- Maintain security for user (security setting, password, etc.)
- Planning and coordinate projects with system and network administrator and technical hardware manager (monthly, yearly, and 3 years)
- Implement projects with system and network administrator (migrate exchange 5.5 to exchange 2000, etc.)
- Trial new software (System Management Server 2003, 2003 Server, etc.), hardware and network system (Firewall, Citrix, Bandwidth Management (Allot), etc.) for project or migration

PT. Finance Roll, Jakarta (February 2007 – June 2007)

Implementer

- Analyze and Implement Proxy Server for controlling bandwidth usage access internet.

Education

2009 – Now Universitas Gunadarma, Jakarta

Master Degree (MSI) majoring Systems Information Business

2003 – 2007 Universitas Bina Nusantara, Jakarta

Bachelor Degree (S. Kom.) majoring Information Technology

GPA 2.83 out of 4.00

Trainings

April 2002 – Cisco Network Academic Programs (CNAP at Bina Nusantara)

Other Experiences**IT Specialist – Part Time**

Implement local area network to provide connectivity for a restaurant and small design interior business

Product Consultant – Prudential

Generate sales lead and prospect

Capture and analyze customers' financial goals and identify the right financial plan for customers

Languages

English – Active and Passive

Indonesia – Active and Passive

Mandarin – Passive