

Endri Suwito, S.Kom

IT Infrastructure & Cloud Network Engineer

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Senior IT Infrastructure and Cloud Network Engineer with over 20 years of experience managing enterprise IT systems, complex network architectures, and large-scale technical deployments. Proven track record in optimizing network uptime, implementing cloud solutions (AWS, GCP, Azure), maintaining Linux/Windows environments, and driving operational efficiency across the hospitality, telecommunications, and financial sectors.

TECHNICAL SKILLS

Network Infrastructure & Security	LAN/WAN Architecture • Router & Switch Configuration • Mikrotik OS • Cisco IOS • Network Troubleshooting • Firewalls • VPN Connectivity • PABX Server • PRTG Network Monitor
Cloud & Virtualization	AWS • GCP • Azure • Ruijie Cloud • VMware vSphere • KVM • Proxmox
Systems Administration & DevOps	Linux Sysadmin (Ubuntu, AlmaLinux, Fedora) • Windows Server Administration • Microsoft SCCM • ITIL (Remedy) • Git • Nagios • TCP/IP • Routing & Switching • Active Directory
Enterprise Applications & Tools	Microsoft Dynamics CRM • Power BI • Core Banking Systems • CCTV & Face Recognition Integration • IT Service Management (ITSM)

PROFESSIONAL EXPERIENCE

Head of IT Department

June 2024 – Present

PT. Hotel KTM Indonesia (KTM Resort) • Batam

- Lead end-to-end IT department operations and strategic technology planning for hospitality and tourism business lines.
- Design, implement, and monitor IT infrastructure to ensure high availability and prevent downtime.
- Standardize IT workflows by developing and enforcing comprehensive SOPs across teams.
- Oversee system integrations, software development cycles, and troubleshooting of complex business applications.

IT Infra & Network Support

January 2023 – May 2024

PT. Bosnet Distribution Indonesia • Batam / Regional

- Configured and maintained enterprise routers, switches, and firewalls for the Palapa Ring Project (West, East, Central).
- Performed preventive maintenance on server power infrastructure: UPS, power racks, and rectifiers to sustain uptime.
- Maintained fiber optic links, SFP modules, and LAN cabling with daily/weekly/monthly monitoring via PRTG and Ping Infoview.

IT Infrastructure Engineer

January 2022 – December 2022

PT. Kinema Systrans Multimedia (Infinite Learning) • Batam

- Managed routing, switching, and IP allocation (DHCP/Static) for tenant workspaces and the digital innovation lab.
- Coordinated with ISPs to resolve connectivity bottlenecks and reduce latency.
- Led new infrastructure deployment projects: planning, vendor collaboration, documentation, plus CCTV & Face Recognition.

IT Officer

January 2021 – December 2021

PT. BPR Satya Mitra Andalan • Batam

- Managed Core Banking System servers (Microsoft Dynamics CRM integrated with Power BI) for secure financial transactions.
- Built automated reports and Power BI dashboards to evaluate prospective borrower profiles in line with OJK regulations.
- Ensured hardware, software, and web hosting assets met compliance and cybersecurity standards.

IT Infrastructure & Cloud Network Engineer

January 2008 – December 2021

PT. MII – Telkomsel · Batam / Regional

- Delivered enterprise IT support and resolved complex incidents via Remedy ticketing across Batam, Tanjung Pinang, and Karimun.
- Ran large-scale PC OS imaging, software deployment, patch management, and inventory tracking with Microsoft SCCM.
- Managed LAN, WAN, VPN, wireless access points, and server rack installations alongside global technology vendors.

IT Support Officer

January 2005 – December 2007

PT. Kurnia Bintang Sakti Pratama (KBSP) · Batam

- End-to-end troubleshooting, hardware/software maintenance, and on-site technology rollouts for transportation and logistics operations.
- Regular maintenance and repair of physical PABX systems or IP PBX servers, setting up extension numbers, configuring ring groups, and configuring incoming call flows.

FREELANCE IT PROJECTS

- Developing a CMS website for a logistics company, including deployment and maintenance.
- Replacing and configuring the VeloCloud SDWAN for Bank Mandiri Batam to improve connection stability.

CERTIFICATIONS & LICENSES

Cloud & Virtualization	Architecting on AWS (Dicoding) • Cloud Practitioner Essentials (Dicoding) • VMware vSphere: Data Center Virtualization (LinkedIn Learning)
Networking & Security	DevNet Associate (Cisco) • Network Security Associate (Fortinet) • Network Defense (Cisco) • Cisco ASA • Cybersecurity in Financial Services (OJK)
System Administration & Support	Linux System Engineer (LinkedIn Learning) • NDG Linux Essentials (Cisco) • IT Essentials (Cisco) • Technical Support (Google / Coursera) • Microsoft Certified Technology Specialist (MCTS)

EDUCATION

B.Sc. - Informatics Engineering

2016 – 2018

Universitas Ibnu Sina (UIS) Batam · GPA 3.31

Diploma - Informatics & Computer Management

2002 – 2005

Yayasan Perguruan Tinggi National (YPTN) · GPA 3.33