

AGUNG TIRTAYASA KUSUMA

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SUMMARY

IT Support professional with over 2 years of experience supporting Windows environments, end-user technical support, hardware and software maintenance, and MikroTik RouterOS administration. Experienced in laptop provisioning, preventive maintenance, office network management, and troubleshooting hardware, software, and network connectivity issues to support daily business operations.

WORK EXPERIENCE

Avenir Tour & Travel

(July 2024 – July 2026)

IT Support

- Installed, configured, and maintained Windows 10/11, Microsoft Office, and business applications for office users.
 - Administered MikroTik RouterOS services, including DHCP, NAT, Firewall Filter, IP addressing, and Simple Queue (QoS), to maintain reliable office network connectivity.
 - Redesigned the office wireless network by replacing Wi-Fi extenders with centralized ASUS access points managed through MikroTik RouterOS under a single SSID across three office floors.
 - Provided end-user technical support by troubleshooting Windows, hardware, software, printer, scanner, and network connectivity issues.
 - Performed preventive maintenance, user data backup, and system updates during hardware replacement and Windows reinstallation to ensure reliable daily IT operations.
 - Provisioned laptops for new employees, including Windows installation, user account creation, software installation, printer setup, email configuration, and network access.
 - Installed and maintained IP CCTV, printers, scanners, and other office devices while troubleshooting hardware, software, and network issues.
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EDUCATION

Gunadarma University

Bachelor's Degree in Informatics

(August 2019 – August 2023)

GPA: 3.59/4.00

SMK Taruna Bangsa

Vocational High School – Software Engineering

(July 2016 – March 2019)

SKILLS

Networking

- MikroTik RouterOS, TCP/IP, LAN, Wireless Networking, DHCP, DNS, NAT

Systems

- Windows 10/11, Microsoft Office, Hardware Troubleshooting, Software Troubleshooting

Support

- End-User Support, Printer Support, Technical Documentation

CERTIFICATIONS & COURSES

Cisco CCNA 200-301 Enterprise Training — ID-Networkers	July 2026
CCNA Foundations (Networking Basics and Cisco IOS Essentials) - Coursera Packt	October 2025
Technical Support Fundamentals - Coursera Google	September 2025
Fundamental DBMS – Gunadarma University	May 2023