RYAN TOMI ALFRIANTO

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PROFESSIONAL SUMMARY

IT Professional with experience in Command Center operations, technology project management, and infrastructure support. Adept at maintaining the stability networks and applications using monitoring tools (Elastic, Dynatrace, Cloudera, PRTG) and experienced in overseeing the project implementation lifecycle from planning and UAT to Go-Live (HRIS, Telephone Billing, IPTV). Combines infrastructure troubleshooting skills (Servers, SQL Databases) with software development (Python, Web, Desktop) and Computer Vision expertise to deliver efficient and targeted technical solutions.

WORK EXPERIENCE

IT SUPPORT COMMAND CENTER   2025 - Present
BPJS KETENAGAKERJAAN - KPSG

Managed application and network performance monitoring, escalating critical threshold breaches to Tier 2 support via Simfoni Ticket Application for Otimon, PRTG, Elastic, Cloudera, Dynatrace, and AppManager to ensure system stability.

IT SUPPORT PROJECTS   2019 - 2024
PT. CENTRIN AFATEC

Provide solutions to technical problems, manage project implementation, and support HRIS and Payroll operations, including tax calculations, Human Resources Management (Fusion HR), and Time Management. I also have practical experience with Telephone Management Systems (JDS Winpac) and IPTV (Samsung Lynkcloud). In addition, managing customer data collection, conducting UAT (User Acceptance Testing), and training sessions, from the initial stage to the Go-Live stage, accompanied by comprehensive project documentation such as Planning, GAP Analysis, Testing, Training, and Handover.

IT SUPPORT   2018 - 2018
PT. TURANGGA KERTAKENCANA

IT Support Specialist with expertise in data management and technical troubleshooting. Responsibilities include deploying and configuring Windows servers and workstations to ensure peak operational performance. Serve as Web and SQL Database Administrator, managing, optimizing, and maintaining critical data infrastructure. Oversee the maintenance and lifecycle management of peripherals, including printers and barcode systems, to guarantee seamless hardware functionality.

EDUCATION

GUNADARMA UNIVERSITY   2013 - 2017
Bachelor of Informatics Engineering

SKILLS & TECHNOLOGIES

Technical Skills: VB6/VB.net, Javascript, HTML/CSS, Python, Microsoft Office, SQL Server, Network, Troubleshooting, Excel

Soft Skills: Presentation, Leadership, Communication, Customer Service, Project Management, Agile

Languages: English, Indonesia

Activities: Freelance Programmer Web, Desktop Application, WA Gateway, Computer Vision & AI Engineer

Portfolio Web: https://clusterciremai.com, https://sharein.my.id, https://ai.sharein.my.id, https://cvats.sharein.my.id, https://music.sharein.my.id