

# SHAFFA ILHAM ADAM

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## PROFILE

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I am a Cloud Infrastructure and DevOps Engineer, currently working as an Technical Engineer, specializing in resolving server errors and configurations. I possess extensive experience in optimizing cloud-based systems (GCP) and containerized applications. Proficient in Python programming, I excel in network troubleshooting, with a strong emphasis on ensuring system stability and enhancing network performance. Prior to this role, I served as a Software and NOC Satellite Engineer for 1.5 years, focusing on monitoring systems and Python code to bolster security and resolve network issues. My diverse background underscores my adaptability and proficiency in problem-solving.

## WORK EXPERIENCE

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### Technical Support Engineer

Jan 2024 – Current

Hosting.com, Bali, Indonesia

As Technical Support Engineer, I specialize in solving server and hosting issues for both Windows and Linux platforms. This includes troubleshooting problems with Plesk, SolidCP, Cpanel, WordPress, databases, email settings, and security concerns. I also excel at fixing code errors. My experience covers a wide range of technical challenges, demonstrating my ability to tackle diverse issues effectively.

- Resolve malware and security issues for WordPress, PHP, Python, Laravel, and Node.js.
- Create documentation for error codes to facilitate issue resolution.
- Address DNS and Email troubleshooting.
- Provide clients with best practices and documentation for WordPress usage.
- Manage and optimize database configurations.

### Cloud Infrastructure Engineer

Sept 2022 – Dec 2023

Niceday Nederland, Bandung and Rotterdam, Indonesia and Nederland

As a Cloud Infrastructure Engineer at Niceday, I have played a pivotal role in enhancing the efficiency and reliability of cloud-based systems, containerized applications, and Kubernetes clusters. My focus on security, automation, and cloud management tools like Rancher has consistently delivered outstanding results.

- Implemented a robust system monitoring strategy based on Objectives and Key Results (OKR), resulting in an impressive 99.9% uptime, exceeding industry standards.
- Streamlined infrastructure provisioning with Terraform, reducing deployment time by 30%.
- Enhanced GCP services for improved reliability and security.
- Demonstrated expertise in Docker and Kubernetes for efficient containerization.
- Optimized system performance by 25% with monitoring tools like Grafana.
- Automated tasks with Ansible, improving operational efficiency by 40%.
- Developed automation scripts in Python, Terraform, Bash, and C, reducing manual tasks by 30%.

### Network Operation Center Staff

Jun 2021 – Sept 2022

Pasifik Satelit Nusantara, South Cikarang, Indonesia

In my capacity as a Network Operation Center Staff member at Pasifik Satelit Nusantara, I emerged as a key driver of success. My leadership role extended beyond overseeing a team of four at Earth stations in Indonesia. I delivered significant accomplishments that propelled our operations forward.

- Crafted tailored application and network plans, elevating client satisfaction.
- Engineered a 20% improvement in network performance through strategic evaluation.
- Guided technical support teams, fueling smoother operations and enriched user experiences.
- Strategically resolved complex hardware and software challenges, minimizing downtime.
- Achieved an impressive 99.8% uptime through vigilant maintenance.
- Consolidated disaster response plans with department management.
- Orchestrated seamless team actions for streamlined issue resolution.
- Spearheaded targeted enhancements to hardware and software monitoring protocols, slashing system vulnerabilities by 30%.
- Designed and implemented advanced systems, catapulting our capabilities for peak performance.

### **Telecommunications Engineer Intern**

Aug 2019 – Nov 2019

PT Industri Telekomunikasi Indonesia, Bandung, Indonesia

Proficient in all aspects of installing, maintaining telecommunications systems for cable and cellular transmissions.

- Handled system installations and upgrades, ensuring seamless operations.
- Quickly resolved equipment malfunctions, keeping operations running smoothly.
- Developed and integrated advanced sensors, enabling real-time SMS notifications via SNMP ports, revolutionizing our monitoring capabilities.

## **EDUCATION**

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**Telkom University**, Bandung, Indonesia

Aug 2016 – Aug 2020

Bachelor of Engineering — Computer Engineering

During my university journey, I achieved academic excellence with a 3.19 GPA. As a lecturer assistant, I mentored peers in complex subjects like calculus, digital data processing, and computer vision. I spearheaded transformative projects, including creating an electronic ticketing system using innovative CCTV technology, now widely adopted. In the realm of smart farming, I leveraged AWS big data to revolutionize agriculture. My involvement in dynamic frontend and backend projects further honed my skills, shaping me into a versatile professional ready for significant achievements.

## **SKILLS**

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**Programming Skills:** Proficient in programming languages like Python, Bash, and C for developing scripts and automation tools. Experienced with Terraform for Infrastructure as Code (IaC) to automate infrastructure provisioning.

**Data Analysis Techniques:** Familiar with Hypothesis Testing, Recommendation Engines, and Customer Segmentation Analysis.

**Database Management:** Competent in working with databases, including MySQL, PSQL and MongoDB, for data storage and retrieval.

**Cloud Management and Infrastructure:** Skilled in managing and maintaining Google Cloud Platform (GCP) services, including server deployment, network configuration, and security measures. Proficient in Infrastructure as Code (IaC) using Terraform to automate infrastructure provisioning. Basic familiarity with cloud management platform tools like Rancher.

**Monitoring and Alerting:** Proficient in monitoring tools like Grafana, Opsgenie, and Prometheus to ensure system performance and health.

**Automation:** Skilled in automation using Ansible for streamlining processes and reducing manual intervention.