

Ricky Johannes

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Professional Summary

Proactive System Administrator with over 4 years of experience managing, automating, and securing Linux and Windows infrastructure across banking, government, and academic sectors. Proven expertise in enhancing system availability, reducing incident response times by 30%, and implementing robust backup and disaster recovery solutions. Skilled in scripting (Bash, YAML), containerization (Kubernetes, Docker), and ITIL protocols to streamline operations and ensure business continuity.

Professional Experience

LINUX SYSTEM ADMINISTRATOR | PT. ALTAN SINERGI INTEGRASI | JULY 2023 – JUNE 2025

- Engineered 99.9% uptime for critical SOA platforms for Bank Negara Indonesia by implementing proactive monitoring with PRTG and standardizing ITIL-based escalation protocols.
- Reduced average incident response time by 30% by authoring streamlined recovery procedures, automating scheduled backups, and producing detailed root cause analysis reports to prevent issue recurrence.
- Spearheaded the upgrade and hardware retrofit of over 35 Windows workstations for the Department of Tourism, extending device lifespan by 3 years and strengthening endpoint security with Kaspersky.
- Orchestrated full server recovery and PC reassembly for government agencies following critical malware incidents, restoring 100% service continuity within strict emergency timeframes.

SYSTEM ADMINISTRATOR | PT. CAKRA WIJAYA SOLUSI | JANUARY 2022 – MAY 2023

- Automated enterprise-wide data backup processes using rsync and cron scripts, cutting manual administration workload by over 60% and significantly bolstering data integrity.
- Architected and deployed a highly available, fault-tolerant network infrastructure using HAProxy and Keepalived, guaranteeing consistent uptime for the customer-facing Gate UI application.
- Developed and managed Kubernetes YAML configurations for the University of Indonesia, successfully deploying academic microservices with isolated namespaces and robust network rules.
- Streamlined SSL/TLS lifecycle management by implementing Let's Encrypt, enabling automated certificate renewals that eliminated service interruptions and enhanced service trustworthiness.

JUNIOR PROGRAMMER | PT. CAKRA WIJAYA SOLUSI | APRIL 2021 – DECEMBER 2021

- Authored foundational Kubernetes, HAProxy, and Keepalived configurations during the initial development of the Gate UI Application, directly contributing to its scalable and high-availability architecture.
- Contributed to full-stack application development using Node.js and JavaScript, building a deep understanding of deployment dependencies that informed subsequent system administration strategies.
- Developed features for internal applications (Store & Leave Management), gaining hands-on experience in bridging the gap between development needs and operational stability.

Education

UNIVERSITY OF INDONESIA | JANUARY 2021 | DIPLOMA, RECORDS AND ARCHIVES MANAGEMENT

Skills & Abilities

- Operating Systems: Linux Debian & Red Hat-based systems, Windows Server
- Automation & Scripting: Ansible, Bash, YAML, Cron
- Cloud & Containerization: Kubernetes, Docker
- Networking & Security: HAProxy, Keepalived, DNS, DHCP, VPN, VLAN, UFW, SELinux, Kaspersky, SSL/TLS (Let's Encrypt)
- Support & Tools: PRTG, Portainer, Elasticsearch, ITIL Framework, Markdown