

FERDIAN HANIF

Computer Engineering Graduate | IT Support & Cloud Infrastructure

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PROFESSIONAL SUMMARY

Computer Engineering graduate (S.T., Universitas Andalas) with hands-on experience in IT support operations, network troubleshooting, and cloud infrastructure management. Experienced in resolving user workstation incidents at PT Semen Padang and building production-grade cloud architectures through the AWS re/Start program. Skilled in Linux CLI administration, TCP/IP networking, core AWS services (EC2, VPC, RDS, S3), and SQL databases. Seeking an IT Support Specialist, Helpdesk Analyst, or Junior Cloud Support role.

CORE TECHNICAL COMPETENCIES

- **IT Support & Workstation Management:** User Helpdesk Assistance, Hardware Diagnostics & Repair.
- **Networking & Systems Administration:** Network Diagnostics (ping, ipconfig, traceroute), Workstation IP Configuration, Command Line (Linux Bash, Windows CMD).
- **Cloud Infrastructure (AWS):** Amazon EC2, Amazon VPC, Amazon RDS, Amazon S3, IAM User & Group Access Management.
- **Databases & Version Control:** MySQL Database Operations, Git & GitHub.

WORK & INTERNSHIP EXPERIENCE

IT Support Assistant (Internship)

PT Semen Padang | Padang, Indonesia | Feb 2022 – Mar 2022

- Resolved daily user technical incidents regarding PC hardware, operating systems, software installations, and local network connectivity.
- Configured IP network settings for end-user workstations and performed routine software maintenance across company departments.
- Supported IT infrastructure team with workstation assembly, peripheral setup, and local LAN cabling diagnostics.

KEY PROJECTS & PORTFOLIO

1. AWS Cloud & Systems Infrastructure Labs

Link: github.com/ferdianhanif/aws-cloud-engineering-labs

- Built and documented 24 production-grade cloud infrastructure labs on AWS, covering VPC subnets, EC2 web servers, RDS MySQL databases, and IAM access controls.
- Implemented security group rules and subnet routing (Internet Gateway & NAT Gateway) to protect internal database workloads.
- Utilized Linux CLI for file management, process monitoring, and systematic network troubleshooting.

2. IoT Smart Lock Box System (Bachelor's Degree Thesis Project)

Feb 2024 – Jun 2024

- Designed an embedded access control system using an ESP32 microcontroller, electronic door locks, and optical sensors.
- Integrated Telegram Bot API to send real-time security alerts whenever the lock box is accessed.

EDUCATION

Universitas Andalas | Padang, Indonesia | Graduated Aug 2024

Bachelor of Engineering (S.T.) in Computer Engineering

Relevant Coursework: Computer Networks, Database Systems, Operating Systems, Information Security.

CERTIFICATIONS & TRAINING

- **Cisco Cybersecurity Essentials**

Cisco Networking Academy

- **AWS re/Start Program – Cloud Specialist (2026)**

Hands-on cloud curriculum covering Linux OS, Networking, Security, Databases, and AWS Cloud Architecture.