

STATEMENT

Promote optimal performance, reliability, and security across core business systems. Results-driven professional offering a progressive, five years' career in information technology. Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery. Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.

– Areas of Expertise

Enterprise Implementations | System Administration | Technical Troubleshooting | Data Backup & Recovery | Hardware Configurations | Coding & Scripting | Client/Server Models | Preventive Maintenance | Complaint Handling | Coding & Programming | Cloud Computing | Project Scheduling | Requirements Definition & Analysis | Vendor Relations | User Training & Support | Testing & Documentation

Programming Specialist *Mei 2017 – August 2017* **Kantor Staf Presiden**

Presidential Staff Office, Republic of Indonesia. Develop Open Data Indonesia (data.go.id) V3 template, JurnalismeData.id, Indonesia CivicYouth (CivicYouth.id). Perform server installation, web programming and training.

Corporate IT officer *March 2013 – April 2017* **Archipelago International**

- Collaborated effectively with project, product and IT team to ensure project deliverables remained on track and aligned with business goals and expectations.
- Initiated transformative IT policies designed to harden system security, including enhanced measures for password requirements and user access.
- Spearheaded new procedures for Help Desk documentation, enabling the development of a comprehensive knowledge base of common issues and solutions to improve Help Desk efficiency.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
- Training latest technology to user for increase productivity including Archipelago software and 3rd party software.

IT Officer *February 2012 – February 2013*

Aston Sunset Beach

- Implementation of Archipelago International IT Golden Rules
- Installation and manage day to day hardware/software, server and network.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.
- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems.

EDUCATION

Gadjah Mada University **Computer Science (Honours)**

2006 - 2012 Bachelor Thesis: Web-Based Traffic Density Information System
Github: [Visit](#) – supervisor Prof. Dr Jazi Eko Istiyanto



JOB SOFAAR LUMBAN TOBING

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Expertise

Cloud Server	<div style="width: 100%;"></div>
Cloud Network	<div style="width: 100%;"></div>
Cloud PABX	<div style="width: 100%;"></div>
Google Apps	<div style="width: 100%;"></div>
Office 365	<div style="width: 100%;"></div>
AWS Amazon	<div style="width: 100%;"></div>
Web Development	<div style="width: 100%;"></div>

REFERENCE

Mr. Robertus Theodore
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Managerial Skills

– Organizational Skills

- **Team management skills and the ability to work** collaboratively gained through working in the pre opening hotel project, and working with vendor to achieve the goals.
- **Project management skills** gained through working in hotel operation that is related in the field of project management by implementation Archipelago International IT Golden Rules.
- **Innovation skills and creative thinking** skills gained through identifying problems that are typically faced the guest and staff of hotel by giving articulate solutions to them.
- **Coordination skills** gained through working experience as Corporate IT Officer.
- **Strategic management skills** gained through achieve the yearly KPI goals.
- **Good communication skills** gained through my job by helping the staff and guest in need with technology related.
- **Good ability** to create and manage local relationships with staff and vendor to get the job done and run smoothly.

– Communication skills

- **Good communication skills** gained through my job by helping the staff and guest, giving training and presenting workshops.
- **Good ability** to create and manage local relationships with 3rd party in Indonesia gained through working experience when opening new hotels.
- **Good ability** to manage relationships with international vendor companies gained through working experience as Corporate IT Officer.

– Information Technology & Job-related skills

- Strong knowledge with Web programming and design tools gained through designing and converting in to a web application.
- Good ability maintains and manage the IT security services through update virus definition, update OS, configure firewall.
- Good Teaching skills gained through teaching information technology for staff.
- Technical skills gained through fixed hardware/software staff and guest problems.
- Strong knowledge with Microsoft Office™ tools (Microsoft Office; Word, PowerPoint, Excel, Visio).
- Strong knowledge with security of Websites, Computers, Networks.
- Good knowledge of Linux and Windows Server.
- Good knowledge of graphic design applications.
- Strong knowledge with systems management gained through managing the Property Management System.
- Ability to maintain telephone, Transtel, NEC and PABX.
- Good ability to negotiate contracts and maintain vendor relationships to support hotel running smoothly.
- Good ability Maintain the IT documentation, license, and contract.
- Provide 1st level support to hotel for any problem regarding IT.
- Fast learning through online materials related with IT tutorial, news & update

HOBBIES



Music



Swimming



Cycling

FAMILIARITY

Applications:

Google Apps, RDP, Team Viewer, Adobe Creative Cloud, Office 365, Putty

Operating Systems:

Windows (Desktop & Server), Linux (Desktop & Server), Mac OS, Android

Programming Languages:

PHP, SQL, JAVA

Networking:

LANs / WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Cisco Routers & Switches, Firewalls, Cisco IOS, Active Directory, Domain Controllers

Web:

HTML, CSS, CMS, Google Site,

Security:

Advanced user of intrusion-detection, SSL, proxy appliances and antivirus tools

Hardware:

iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors

Projects:

MS Project, MS Visio

Data Management &

Analytics:

Tableau

Interest

Big Data

Digital Marketing

Machine Learning