

VIKRIE AMMAR KHOLIS

IT Systems & Infrastructure Specialist | Microsoft 365 & Power Platform Developer

Serang, Banten +62 812-2511-0104 vikriammar@gmail.com
linkedin.com/in/vikrie-ammar-kholis-9357b722b

PROFESSIONAL SUMMARY

Results-driven IT Systems & Infrastructure Specialist with 5+ years of experience managing end-to-end IT operations in a manufacturing environment. Combines deep technical expertise in network infrastructure, Microsoft 365 ecosystem, and server management with hands-on development skills — building internal business applications using Power Apps, Power Automate, and custom dashboard solutions with coding. Proven track record of digitizing business processes, driving a 30% reduction in departmental costs, and delivering user-focused systems from requirements analysis to go-live. Passionate about leveraging automation and low-code development to bridge IT operations with business efficiency.

CORE COMPETENCIES

⚙ Infrastructure & Network	☁ Microsoft 365 Ecosystem	💻 Development & Operations
Network Device Management	Power Apps & Power Automate	Dashboard 4.0 Development
Server & Data Management	SharePoint & Teams Admin	Business Process Automation
Fiber Optic Installation	Email Security Management	CPanel & WordPress
Palo Alto Firewall (NGFW)	Power BI Dashboards	Endpoint Security (Kaspersky)
CCTV & PABX Systems	Excel / Outlook Admin	ISO Documentation & Audit

WORK EXPERIENCE

IT Systems & Infrastructure Specialist

Jan 2021 – Present

PT. Communication Cable Systems Indonesia

Serang, Banten

Infrastructure & Operations

- Manage and maintain full network infrastructure including Access Points, Switches, Routers, ISPs, and company Data Servers across manufacturing facilities.
- Supervised and planned end-to-end Fiber Optic cable installation projects within company premises, ensuring minimal downtime and compliance with standards.
- Administer Microsoft 365 tenant including user email security, Teams, SharePoint, and Outlook — providing governance and support for all staff.
- Monitor and maintain Kaspersky Endpoint Security, CPanel, and company website (WordPress), ensuring system integrity and uptime.
- Manage CCTV surveillance systems and PABX telephone infrastructure across office and production areas.
- Create comprehensive IT documentation for ISO audit purposes (ISO 9001, 14001, 45001).
- Implemented cost-effective IT solutions resulting in a 30% reduction in departmental operational expenses.

System Development & Automation

- Developed and deployed a BAST IT Application using Power Apps to digitize the IT device handover (asset serah terima) process, replacing manual paperwork with automated document generation.
- Built an IT Ticketing & Contract Reminder automation system using Power Automate, reducing response times and ensuring SLA compliance through automated escalation flows.

- Developed an Inventory Management System using Microsoft Power Platform to track and manage IT assets in real-time.
- Built Industry 4.0 monitoring dashboards using custom coding to provide real-time operational visibility for management.
- Compiled Functional Documents (FD) and end-to-end business process flow diagrams as the foundation for all application development.
- Conducted Key User and End User training programs and provided go-live support for all developed applications.

IT Support Intern *Feb 2018 – Aug 2018*
The Karangantu Nusantara Fisheries Port Serang, Banten

- Assisted in designing, updating, and documenting internal network topology to support secure and efficient office connectivity.
- Provided hardware and network troubleshooting support, and participated in digitization of operational records for improved data accessibility.
- Supported administrative staff in managing physical and digital documentation related to port and shipping operations.

EDUCATION

Bachelor of Informatics *2017 – 2023*
Universitas Ahmad Dahlan — Yogyakarta **GPA: 3.43 / 4.00**

CERTIFICATIONS & TRAINING

2025 **Palo Alto NGFW Configuration & Management** — *PT. Mitra Visindo Teknologi*
2024 **IT Infrastructure Monitoring Trends** — *APTIKNAS*
2024 **Web Development** — *Udemy*
2023 **ISO 9001 / 14001 / 45001 Awareness Training** — *Internal — Quality, Environment & K3 Management*
2022 **Design Rally: Palo Alto Firewall Knowledge** — *PT. Mitra Visindo Teknologi*

KEY ACHIEVEMENTS

- Reduced departmental IT costs by 30% through implementation of cost-effective infrastructure solutions and process optimization.
- Digitized IT asset handover process end-to-end — eliminating manual paperwork and accelerating turnaround time via custom Power Apps.
- Built Industry 4.0 monitoring dashboards enabling real-time production visibility for management decision-making.
- Implemented robust email security and endpoint protection across the organization, maintaining zero major security incidents.
- Led ISO documentation and audit preparation contributing to successful multi-standard certification (ISO 9001, 14001, 45001).