

A W W A L P I T U D U H

SECURITY ENGINEER

hmu@awwal.my.id

PROFILE SUMMARY

Experienced IT professional with over 7 years of expertise spanning Technical Support, System Engineering, IT Infrastructure, DevOps, and Security Engineering. Adept at designing, implementing, and maintaining complex IT systems to ensure business continuity and efficiency. Proven leadership as a Head Technical Support, managing teams to deliver seamless technical operations and customer satisfaction. Strong capabilities in network configuration, cloud infrastructure, automation, and security protocols to mitigate risks and enhance system performance. Committed to driving innovation and providing strategic IT solutions tailored to organizational goals.

HARD SKILL

Linux Administration Monitoring System
Cloud Computing Backup and Recovery Solutions
Virtualization Scripting and Automation

SOFT SKILL

Leadership Multi-tasking
Communication Team Work
Collaboration Adaptability

WORK EXPERIENCE

Security Engineer

Agustus, 2024 – Present

PT. Korelasi Persada Indonesia

- Ensure the effectiveness and security of network as well to execute various project.
- Responsible for maintenance and implementation of Network Security Technology (Firewalls, Web Application firewalls, Email Security, IPS/IDS, DLP, Proxy) to meet the business requirements.
- Applies software patches whenever requested either remotely or on-site.
- Diagnoses and resolve the network problems in short in time frames.
- Suggest improvements including permanent and workaround solutions for improvement of Network & security infrastructure's resilience, Flexibility, and scalability.
- Monitor, and report Network Security performance and integrity.
- Communicate with end-users, and customers when needed.

DevOps Engineer

Mei, 2022 – June, 2024

PT. Enam Dua Teknologi

- Installed and configured cloud servers on platforms such as GCP, DigitalOcean, and Alibaba.
- Performed server troubleshooting to ensure optimal system performance.
- Deployed web servers (Apache, Nginx) and databases (MySQL, MariaDB, PostgreSQL).
- Conducted server migrations for system upgrades or relocations.
- Monitored and set up server alerting systems using Zabbix and Grafana.
- Managed Google Workspace and Jira to support operational needs.
- Administered Git and Jenkins for application version control and integration.
- Handled domain, hosting, and SSL management for company websites.
- Built and maintained office network infrastructure.

System IT Infrastructure

Mei, 2022 – Nov, 2022

PT. Djelas Tandatangan Bersama

- Monitored and set up server alerting systems using tools like Zabbix and Elastic.
- Provided helpdesk support to resolve technical issues.
- Prepared daily and monthly performance reports.
- Conducted vulnerability assessments to ensure system security.
- Performed server data backup and restoration processes.
- Updated or upgraded system versions to maintain optimal performance.
- Created documentation and comprehensive reports for system activities.
- Maintained and managed data center operations.
- Managed virtualization systems using Proxmox.

Head Technical Support

Jan, 2019 – April, 2022

PT. Maxplus Indonesia Anugerah

- Led a team of more than 10 personnel, overseeing daily operations and task assignments.
 - Managed the team to ensure smooth workflows and timely task completion.
 - Monitored team performance and implemented improvements to enhance productivity and efficiency.
 - Handled escalations, ensuring prompt and effective resolution of complex issues.
 - Responsible for overseeing the technical support team to ensure high-quality service and support.
 - Collaborated with other departments to align goals and ensure seamless operations.
 - Acted as the Person in Charge (PIC) for several projects, ensuring successful delivery and coordination.
-

System Engineer

Jan, 2019 – Aug, 2019

PT. Maxplus Indonesia Anugerah

- Configured and maintained physical and virtual servers to ensure optimal performance and reliability
- Diagnosed and resolved issues related to mail and web servers to minimize downtime and ensure service continuity
- Monitored server health and network devices to proactively detect and address potential issues
- Prepared and presented comprehensive monthly IT performance and incident reports to management
- Led IT infrastructure projects for office expansion and relocation, including planning, execution, and coordination
- Managed the implementation of system monitoring tools to enhance network visibility and incident response
- Installed and administered CCTV systems, network infrastructure, PABX systems, printers, and access control systems

Technical Support

Mar, 2018 – Des, 2018

PT. Maxindo Content Solution

- Provided helpdesk support as the first point of contact for client issues via phone, chat, and email.
 - Collected relevant information to diagnose and resolve client problems efficiently.
 - Monitored web and mail servers for clients to ensure smooth operation.
 - Monitored Virtual Private Servers (VPS) for clients to ensure optimal performance.
 - Managed and maintained client servers located in the data center.
 - Administered and supported web and mail servers for clients.
 - Installed cPanel on clients' servers to facilitate management and configuration.
 - Implemented virtualization solutions using VMware for client environments.
 - Managed domain, hosting, and SSL configurations for clients' web services.
-

CERTIFICATION

Alibaba Cloud
Alibaba Cloud Certification

Awwal Pituduh Priagung Wicaksono

Has successfully completed

**Apsara Clouder - Cloud Computing
Operate and Manage a Cloud Server**

Alibaba Cloud President: 

Serial Number : ACLC03230500091834 Valid Until : May 25, 2025

Alibaba Cloud
Alibaba Cloud Certification

Awwal Pituduh Priagung Wicaksono

Has successfully completed

**Apsara Clouder - Cloud Security
Cloud Platform Security Overview**

Alibaba Cloud President: 

Serial Number : ACLS01230500091816 Valid Until : May 24, 2025

Forcepoint

Certificate of Completion

This certificate acknowledges that
Awwal Pituduh
is certified on
Forcepoint DLP Administrator

December 13, 2026
Expiration Date


Ryan Windham
CEO Forcepoint

Forcepoint

Certificate of Completion

This certificate acknowledges that
Awwal Pituduh
is certified on
Certified Forcepoint Web Security (On-Prem) Administrator

November 13, 2027
Expiration Date


Ryan Windham
CEO Forcepoint

CompTIA

Awwal Pituduh Priagung Wicaksono

has successfully completed the requirements to be recognized as

CompTIA Security+ CERTIFIED - CE

COMP001022790571
CANDIDATE ID
May 01, 2025
CERTIFICATION DATE
EXP DATE: 05/01/2028


TODD THIBODEAUX, PRESIDENT & CEO

Code: R69R4VWYWRQ2752
Criteria: SK0-702 - CompTIA Security+ certification exam
Verify at: <http://verify.comptia.org>

Cato Networks Channel First Program **CATO NETWORKS**

Certificate of Completion

Awwal Pituduh
has completed
Cato Certified Associate (CCA)
offered by
Cato Networks

Valid: September 1, 2025 to September 1, 2027
Certificate No: vmmtr3e9jcv
View: <https://verify.skilljar.com/c/vmmtr3e9jcv>

