

HERI SUSANTO

IT Infrastructure & Operations Manager

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PROFESSIONAL SUMMARY

IT Infrastructure & Operations Manager with 10+ years of experience across enterprise IT infrastructure, networking, cybersecurity, virtualization, storage, backup, data center operations, and business continuity. Experienced in supporting approximately 14,000 users across 8 business units and hundreds of branch and site locations, with infrastructure spanning dozens of physical servers, hundreds of virtual machines, and hundreds of terabytes of storage and backup capacity. Proven experience leading a 3-person technical team, governing critical infrastructure operations, coordinating multiple technology vendors, supporting major infrastructure migrations, and driving network automation and operational improvements. Strong background in enterprise network architecture, ISO/IEC 27001-aligned security governance, disaster recovery, data center modernization, and executive-level infrastructure reporting.

CORE COMPETENCIES

- IT Infrastructure & Operations Management
- Enterprise Network Architecture
- Data Center Operations & Modernization
- Data Center Facility Operations
- Cybersecurity & Security Governance
- ISO/IEC 27001 Governance
- Business Continuity & Disaster Recovery
- Virtualization & Capacity Management
- Storage & Backup Operations
- Infrastructure Migration
- Incident & Operational Management
- Vendor & Service Provider Management
- Infrastructure Monitoring
- Network Automation
- Technical Team Leadership
- IT Risk & Operational Resilience

TECHNICAL SKILLS

- **Infrastructure:** IT Infrastructure Management, Data Center Operations, Capacity Management, Enterprise Infrastructure Operations
- **Networking:** BGP, OSPF, EIGRP, VXLAN, vPC, OTV, L2/L3 Switching, VLAN/Trunking, STP.
- **Security:** FortiGate, Check Point, Cisco ASA, Blue Coat Proxy, Trend Micro XDR/NDR, WAF, Kaspersky Next Gen AV, Wazuh
- **Virtualization & Storage:** HPE SimpliVity, VMware vSphere, Dell SAN Switch, Capacity Management.
- **Business Continuity:** BCP/DRP Strategy, Backup & Recovery, Data Protection, Operational Resilience.
- **Connectivity:** SD-WAN, MPLS, IPsec, L3VPN, F5 BIG-IP (APM/LTM), Remote Access VPN.

- **Automation & Tools:** Python (Netmiko/Napalm), Shell Scripting, SolarWinds, PRTG, Graylog.
- **Unified Communications:** Avaya IP Telephony, Polycom & Cisco Tandberg Video Conferencing.

WORK EXPERIENCE

IT System & Network Manager

PT Fastrata Buana (Kapal Api Group), Jakarta, Indonesia

Jan 2025 – Present

- Lead end-to-end IT infrastructure and network operations supporting approximately 14,000 users across 8 business units and hundreds of branch and site locations.
- Oversee enterprise infrastructure spanning network, physical and virtual servers, cybersecurity, storage, backup, data center environments, and supporting facility systems, including dozens of physical servers, hundreds of VMs, and hundreds of terabytes of storage and backup capacity.
- Lead a 3-person technical team and coordinate multiple technology vendors and service providers to maintain infrastructure availability, operational readiness, and service continuity.
- Govern ISO/IEC 27001-aligned security, cybersecurity operations, business continuity, and disaster recovery initiatives across critical infrastructure environments, including DR planning and testing.
- Lead infrastructure migration, modernization, and lifecycle initiatives across network, compute, virtualization, storage, and security platforms, supporting major application and product migrations.
- Drive infrastructure automation using Python and network automation tools while improving monitoring, operational efficiency, and infrastructure visibility.
- Provide management-level oversight of infrastructure health, capacity, risk exposure, data center operations, and technology priorities, translating operational insights into actionable information for leadership decision-making.

IT Network Senior Supervisor

PT Fastrata Buana (Kapal Api Group), Jakarta, Indonesia

May 2019 – Jan 2025

- Managed core network connectivity across 8 sub-business units and the holding company, supporting scalable and predictable enterprise connectivity across on-premise and virtualized environments.
- Partnered with IT functional teams and architects to design and maintain scalable network, server, and data center infrastructure, ensuring alignment with business and operational requirements.
- Led network and security infrastructure readiness for major application and product migrations, coordinating connectivity, security, and infrastructure requirements across stakeholders.
- Strengthened data center network and security operations through DevNet-oriented automation and infrastructure monitoring using Python, SolarWinds, and Trend Micro XDR/NDR.
- Coordinated regional IT teams, subcontractors, and technology vendors for infrastructure maintenance, new branch deployments, and service improvements in accordance with business priorities and SLAs.
- Configured, implemented, and supported enterprise Layer 2/Layer 3 switching, wireless infrastructure, VPN, internet connectivity, and related network services while responding to infrastructure and security incidents.

IT Network Specialist

PT IBM Indonesia, Jakarta, Indonesia

Sep 2017 – May 2019

- Coordinated with Release and Project Management teams to implement network changes supporting project requirements and production deployments.

- Supported L1/L2 Prudential Life Assurance network operations by monitoring MPLS connectivity, troubleshooting network issues, escalating incidents to third-party vendors or regional teams, and maintaining network documentation.
- Monitored and troubleshot Check Point firewall environments and supported the implementation of network security rules and policies requested by internal PLA and regional technology teams.
- Maintained secure user connectivity through web proxy services and F5 BIG-IP VPN, including access and connectivity troubleshooting.
- Performed installation, maintenance, evaluation, and troubleshooting of network devices and systems, while also supporting Avaya IP telephony and NICE recording environments.

KEY PROJECTS & ACHIEVEMENTS

AI-Enhanced Application Monitoring – 2026

Developed a custom application monitoring and incident analysis solution that performs detailed application health checks, identifies error conditions, sends real-time alerts through Telegram, and integrates an AI agent to analyze incidents and support interactive troubleshooting.

Active Directory & File Server Modernization – 2026

Successfully migrated Active Directory and file server environments from Windows Server 2008 to Windows Server 2025 without disrupting existing user profiles and day-to-day user operations.

Oracle Tablespace Monitoring Automation – 2025

Developed an automated Oracle tablespace monitoring solution that collects capacity information across servers and generates twice-daily email reports, improving proactive visibility and reducing reliance on manual monitoring.

High Talent Recognition – 2024 – Present

Recognized within the company's High Talent quadrant from 2024 to present, reflecting sustained performance, strong leadership potential, and organizational recognition. Received company-sponsored technical training and professional certifications as part of the company's talent development program.

Centralized Syslog & Log Management – 2023

Implemented Graylog as a centralized syslog and log collection platform, establishing infrastructure logging capabilities that supported operational visibility and ISO/IEC 27001 audit requirements.

Data Center Infrastructure Modernization – 2022

Led end-to-end connectivity coordination for a comprehensive data center modernization and recabling initiative, maintaining uninterrupted services for users throughout implementation and delivering the infrastructure refresh in line with the project target.

Automated Branch Network Failover – 2022

Developed and implemented an automated network failover solution across approximately 130 branch locations, enabling automatic connectivity failover when primary links failed while maintaining user connectivity without manual intervention.

Infrastructure Monitoring Implementation – 2020

Initiated and piloted SolarWinds-based infrastructure monitoring in an environment without centralized monitoring, demonstrating the operational value of proactive infrastructure visibility and contributing to management's decision to procure the platform.

TRAINING & CERTIFICATION

- Cybersecurity & Penetration Testing Bootcamp by X-Code (2026)
- MikroTik Certified Routing Engineer (2026)
- MikroTik Certified Network Associate (2025)
- AWS SysOps (2024)
- CISCO CyberOps Associate (2024)
- CISCO DevNet Associate (2024)
- CISCO Certified Network Professional (CCNP) (2023)
- CISCO Certified Internet Expert (CCIE) Bootcamp Training (2023)
- CCNA R&S: Routing and Switching Essentials (2015)

EDUCATION

Bachelor of Electrical Engineering (Computer Engineering)

National Institute of Technology Malang, Indonesia | GPA: 3.65 / 4.00

Graduated: 2016