IRFAN HARIS

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SUMMARY

Highly experienced IT Professional with over 14 years of comprehensive experience in IT infrastructure, IT security, and project management, including Fleet Management Systems. Proven track record in optimizing IT systems, significantly reducing operational costs, and leading high-performing teams. Possesses strong leadership, communication, and analytical thinking skills. Adept at strategic IT planning, managing IT infrastructure and information systems, ensuring all components function securely and efficiently across head office and site operations. Experienced in leading IT department strategy, managing core ERP systems (SAP Business One), and implementing advanced security and observability solutions. Interested in IT Infrastructure, IT Security, IoT, Data Analysis, and Automation Systems.

WORK EXPERIENCE

PT Sentosa Laju Sejahtera   *March 2025 – Present (5 months)*
ICT Manager   Sidoarjo, East Java, Indonesia

Job Description:

- **Strategic Planning & Leadership:** Design and implement IT strategies at the Head Office level to support the achievement of operational and business targets across all branches/sites. Lead, coach, counsel, mentor, and develop IT teams in both the Head Office and at each site to create a productive and high-performing work environment. This includes establishing annual financial and strategic planning for the IT department.
- **IT Infrastructure & Operations Management (Head Office & Site):** Manage the entire lifecycle of IT infrastructure, from planning and installation to the maintenance of networks, servers, and data centers at the Head Office and all branches/sites, to ensure 24/7 system availability and reliability. Establish and enforce policies and standards for both cloud and on-premise infrastructure across all locations.
- **Digitalization & Application Development:** Steer business process digitalization initiatives by leading the development and implementation of applications that enhance operational efficiency and productivity across the Head Office and all branches/sites. This also involves managing the maintenance and optimization of core enterprise systems. Currently initiating the implementation of Odoo Community and developing enterprise-grade ERP modules. Also leading the implementation of an HRIS platform to automate and improve human resources management efficiency.
- **Project Management & Technology Innovation:** Lead strategic IT projects, including the implementation of new technologies, across the Head Office and branches/sites, while ensuring projects are completed on time, within budget, and meet quality standards. Conduct continuous research on the latest technologies to drive innovation.
- **Information Security & Compliance (Head Office & Site):** Assume full responsibility for the cybersecurity posture across the entire organization (Head Office and branches/sites), managing security policies, and ensuring compliance with corporate standards.
- **Budget & Vendor Management:** Effectively manage the IT department's budget and foster strategic working relationships with vendors and technology partners to secure optimal support and services for the entire organization.
- **Reporting & Communication:** Act as the communication bridge between Head Office and branch/site operations with corporate management by presenting regular performance reports, analyses, and project progress updates. Supervise and monitor the department's budget, strategic planning, and Key Performance Indicators (KPIs) on a monthly basis.

Key Achievements:

- **Led the implementation** of an accounting system (Accurate) to modernize and digitalize core processes for the finance department.
- **Successfully completed** a critical integration project between the primary ERP system (SAP B1) and an internal ERP application, creating seamless data flow and substantially improving operational efficiency.

- **Enhanced infrastructure efficiency** by building a Proxmox-based virtualization server cluster and designing a High Availability (HA) solution for PostgreSQL database, improving resource utilization and system uptime.
- **Significantly strengthened organizational security** by implementing comprehensive server hardening, deploying the Wazuh SIEM & XDR platform, and building an on-premise mail server for enhanced control of internal communications.
- **Initiated the adoption of the ISO 9001:2015 Quality Management System** within the IT department, standardizing processes and enhancing service quality.
- **Designed and implemented** a hybrid observability platform utilizing New Relic and open-source solutions, providing full real-time visibility into system and application performance.
- **Optimized and secured inter-site communication** by implementing secure VPN Site-to-Site connections using MikroTik on existing infrastructure, reinforcing network segmentation and ensuring data integrity.
- **Enhanced secure remote access and data privacy** by developing and deploying robust VPN Tunnels using OpenVPN, focusing on encrypted data transmission and secure communication protocols.

Kawan Lama Group   *March 2022 – February 2025 (3 years)*
Senior IT Infrastructure - SME (Subject Matter Expert)   West Jakarta, Indonesia

Job Description :
- **Collaborated with cross-functional managers and teams** to strategically design and implement complex IT systems, with a strong emphasis on network infrastructure, ensuring high availability, reliability, and robust security across the organization.
- **Drove the effective management** of critical network devices, including routers, switches, firewalls, and load balancers, ensuring seamless operation and protection of IT environments.
- **Initiated the development and deployment** of comprehensive monitoring solutions using tools like Prometheus, Grafana, and Zabbix, overseeing a large-scale infrastructure of over 700 servers and network devices.
- **Initiated the customization** of dashboards and alerts for critical infrastructure, enabling proactive detection and rapid response to potential system issues, thereby enhancing uptime and stability.
- **Championed automation initiatives for routine infrastructure tasks using Ansible and Python**, which resulted in a 50% reduction in manual configuration time and significantly minimized human errors.
- **Directed the design and deployment** of a centralized logging system (SIEM) by building a Graylog cluster using open-source solutions to support enterprise-wide log aggregation and analysis.
- **Spearheaded the integration** of log management solutions such as Graylog and ELK Stack to centralize system logs, enabling faster root cause analysis and streamlined incident management.
- **Oversaw the implementation** of syslog infrastructure for multiple security and network devices, including F5, Palo Alto, Cisco, FortiGate, and Aruba WLC, to ensure comprehensive logging and monitoring.
- **Led the integration** of New Relic to enable Application Performance Monitoring (APM), providing enhanced visibility into the health of critical applications.
- **Implemented IT Workflow Automation tools** to monitor data flow from sales at store locations to the head office, ensuring seamless data processing.
- **Introduced PDCA achievement monitoring using Looker Studio**, automating performance tracking and reporting.
- **Collaborated proactively** with Database Administration to set up monitoring for PostgreSQL databases, including backup systems with integrated alert systems, ensuring data integrity and timely recovery in case of failures.
- **Actively contributed as a Subject Matter Exper**t, providing technical leadership and guidance in complex problem-solving and system optimization within cross-functional teams.

Additional Contributions to the IT SOC Team :
- **Collaborated with the IT Security Operations Center (SOC) team** to develop a SIEM platform by integrating Wazuh with Graylog and Grafana for enhanced threat detection and visualization.
- **Partnered with the IT SOC team for Proof of Concept (PoC) initiatives in Breach and Attack Simulation tools**, including PICUS and Infection Monkey, to assess and improve organizational defense mechanisms.
- **Worked alongside the IT Security Analyst team to integrate EDR solutions** such as Cybereason with the Graylog cluster, enhancing endpoint visibility and response capabilities.
- **Conducted a PoC project with Darktrace** to evaluate AI-driven network threat detection and autonomous response capabilities for advanced threat management.

Key Achievements:
- **Reduced system downtime by 35%** through the implementation of automated monitoring and alerting systems.
- **Increased operational efficiency by 60%** by automating repetitive tasks like system updates and patch management.
- **Successfully led the migration of over 600 servers & Store/Branch** to a new monitoring platform with zero downtime.
- **Collaborated with Database Administration** to improve storage utilization, optimize MSSQL database licensing, and implement PostgreSQL monitoring and backup alert systems.
- **Implemented Looker Studio** to automate PDCA (Plan-Do-Check-Act) achievement monitoring, providing streamlined reporting and tracking that increased operational transparency.
- **Successfully deployed IoT People Counting systems in retail locations**, including Living Plaza and Living World, contributing to enhanced decision-making processes through real-time data acquisition and analysis.
- **Implemented comprehensive log and syslog infrastructure** for multiple security devices, including F5, Palo Alto, Cisco, FortiGate, and Aruba WLC, improving visibility and monitoring of critical security events.
- **Integrated Graylog and ELK Stack** for centralized log management, enabling faster root cause analysis and reducing incident resolution time by 40%.
- **Collaborated with Database Administrators** to optimize PostgreSQL databases, establishing integrated alert systems and backup solutions that ensured data integrity and reduced recovery time by 25%.

PT Pamapersada Nusantara - District ASMI *January 2018 – July 2021 (3 years 7 months)*
Information Technology Section Head Kapuas, Central Kalimantan, Indonesia

Job Description :
- **Strategic Planning & Leadership:** Designed and implemented site-level IT strategies that supported operational and business objectives. Led, coached, mentored, and developed the IT team, including supervision of the IT Section/SINS Department (IT Infrastructure, IT Application & Development, IT System Administrator) to foster a high-performing work environment. Coordinated IT Stream for the Mining Cluster Improvement Program (MCIP) to support operational activities across PAMA-GROUP companies in Central Borneo.
- **IT Infrastructure & Operations:** Managed the full lifecycle of IT infrastructure—from planning and installation to maintenance of networks, servers, and data center resources—to guarantee 24/7 availability and reliability. Managed wireless network infrastructure in the PIT to support Big Data and IoT devices.
- **Digitalization & Application Development:** Drove business-process digitalization by overseeing the development and deployment of web and mobile applications that boosted efficiency and productivity.
- **Project Management & Technology Innovation:** Delivered strategic IT projects, including the adoption of emerging technologies such as IoT and renewable-energy solutions, ensuring they were completed on time, within budget, and to defined quality standards. Led high-capacity wireless OFDM projects. Managed the implementation of the Aifuel project.
- **Information Security & Compliance:** Owned the site's cybersecurity posture by establishing and enforcing security policies (including firewall and VPN management) and maintaining compliance with corporate and regulatory standards.
- **Budget & Vendor Management:** Administered the IT budget and cultivated strategic partnerships with vendors and technology providers to secure optimal support, pricing, and service levels.
- **Reporting & Communication:** Served as the liaison between site operations and corporate headquarters, providing regular performance analyses, dashboards, and project updates. Actively participated in innovation programs and quality management initiatives.

Key Achievements:
- **Managed and mentored a team of IT professionals**, fostering a collaborative environment that improved overall department performance and skill development.
- **Led Multi-site IT Infrastructure Upgrades:** Successfully coordinated the upgrade of IT infrastructure for multiple operational sites, improving system efficiency and reducing downtime by 15%.
- **Enhanced Wireless Connectivity for Mining Operations:** Implemented a high-capacity wireless OFDM network with speeds over 300 Mbps and distances exceeding 20 km , utilizing technologies like Infinet-XG1000, Infinet-Quanta, and Cambium Motorola, enabling real-time data collection from remote mining sites.

- **Pioneered IoT Solutions:** Spearheaded the implementation of IoT technologies, including Smart Mega Towers, data center monitoring, Smart-d systems, and smart camp infrastructure, resulting in a 25% improvement in operational monitoring and efficiency.
- **Executed Solar Energy Projects:** Led renewable energy projects by installing solar panels for wireless networks in the mining PIT , reducing energy costs by 10% and minimizing environmental impact.
- **Expanded GSM and 4G Coverage:** Partnered with Telkomsel to provide GSM and 4G network coverage in previously unconnected mining areas , improving communication and operational logistics across the MCIP.
- **Developed Digital Solutions:** Successfully launched mobile applications for digital timesheet management (Pump Digital) and clinic management systems in MCIP , streamlining operational workflows and improving data accuracy by 20%. Also managed the implementation of the Aifuel project for refueling.
- **Improved Data Center Operations:** Oversaw the design and deployment of new data centers , ensuring optimized performance, enhanced security, and improved disaster recovery capabilities.
- **Optimized VPN and Security Systems:** Implemented secure VPN projects (VSAT to VPN/Internet dedicated via ASTINET) and Fortigate Firewall solutions across multiple branches , enhancing secure remote access and reducing potential security vulnerabilities by 30%.

PT Pamapersada Nusantara - District MTBU   *April 2016 – December 2017 (1 year 9 months)*
IT Services Group Leader   Muara Enim, South Sumatra, Indonesia

Job Description :
- **Led and supervised IT Infrastructure Engineers and Technicians** in supporting operational sites (specifically, the Maintenance Operational Information Technology at District PAMA-MTBU).
- **Managed and maintained infrastructure networks**, both general and PIT (Production Information Technology) for mining operations Fleet Management System (FMS), including design, installation, and maintenance.
- **Responsible for handling the data center infrastructure** at District PAMA-MTBU, overseeing design, installation, and ongoing support.
- **Implemented wireless network infrastructure** for the PIT, enabling Auto Dispatch Systems.
- **Spearheaded IoT project improvements** such as Smart Mobile Tower, PH Meter Online, and Monitoring Data Center systems.
- **Led a project on renewable energy**, specifically implementing solar cells for infrastructure network wireless in the PIT.
- **Managed Cisco wireless infrastructure**, including Wireless LAN Controllers (WLC) and NCS CISCO systems.
- **Implemented VPN projects** (MPLS to VPN/Internet dedicated via ASTINET).
- **Administered Fortigate Firewall**, focusing on securing tunneling between branch offices and the head office, and ensuring firewall security.
- **Actively participated in innovation programs** (Gugus Kendali Mutu) and quality management initiatives.

Key Achievements:
- **Optimized Mining Operations:** Supervised IT teams in maintaining the Automated Dispatch System (FMS) and Data Center FMS, improving mining efficiency.
- **IoT Deployment:** Successfully developed and maintained IoT solutions, enabling better monitoring and control in mining processes.
- **Renewable Energy Integration:** Implemented and maintained renewable energy-powered mobile towers, enhancing sustainability and reducing operational costs.
- **Improved System Uptime:** Enhanced system uptime and reliability by implementing proactive maintenance strategies and optimizing network infrastructure.
- **Quality Improvement:** Actively participated in PDCA/Quality improvement processes, winning 1st place SS and 2nd place QCC-Teknik at the MTBU innovation awards.
- **Operational Cost Reduction:** Reduced IT Networking FMS operational costs by 30%.
- **Fleet System Optimization:** Improved the FMS/Auto Fleet System optimization process by 5%.
- **Realtime Data Enhancement:** Increased real-time data achievement for FMS by 25%

PT. Pamapersada Nusantara - District ADARO *Jan 2010 – Mar 2016, 6 years 3 months*
Information Technology Services Group Leader Tanjung-Tabalong, South Kalimantan, Indonesia

Job Description :
- **Led and supervised IT Infrastructure Engineers and Technicians** in supporting operational sites (specifically, the Maintenance Operational Information Technology at District PAMA-ADARO).
- **Managed and maintained infrastructure networks**, both general and PIT (Production Information Technology) for mining operations Fleet Management System (FMS), including design, installation, and maintenance.
- **Handled data center infrastructure** at the PAMA-ADRO district (**design, installation, and maintenance**).
- **Implemented network performance improvement projects**, including WLAN installations (covering a distance of 38 KM with 180 Mbps high-capacity throughput) and integration of branch office networks (using Cisco Router with EIGRP configuration).
- **Managed IoT project implementation** (covering fuel systems, monitoring data centers, etc.)
- **Worked on integration network projects** with owners (PT. Adaro Energy), including configuration of Cisco ASA 550 firewalls.
- **Led the implementation** of Cisco Network Access Control (Cisco NAC) projects.
- **Spearheaded MPLS migration projects** (migrating from VSAT to MPLS technology).
- **Supported infrastructure** changes and system shift operator at Bandara through project implementation.
- **Led solar cell project implementation** for renewable energy in wireless infrastructure networks in the PIT.
- **Handled Cisco Wireless Aironet** infrastructure (WLC, NCS Cisco).
- **Implemented VPN project** (migrating MPLS to VPN and dedicated internet via ASTINET).
- **Managed FortiGate Firewall** deployment (securing branch office tunnels to head office and firewall security).
- **Actively participated in innovation** programs (Gugus Kendali Mutu) and the Quality Management System.

Key Achievements:
- **Successful Migration to MPLS & VPN**: Led the migration of MPLS to VPN and dedicated internet for enhanced network security and performance, ensuring seamless communication between branch offices and the head office.
- **Improved Network Performance:** Spearheaded a network improvement project that increased WLAN performance with high-capacity throughput (180 Mbps) across a 38 KM wireless installation, significantly improving connectivity for remote operations.
- **IoT Infrastructure Implementation:** Implemented an IoT infrastructure for monitoring critical systems, including fuel systems and data centers, improving efficiency and real-time data tracking.
- **Renewable Energy Integration:** Introduced solar cell technology to power wireless infrastructure in the mining PIT, promoting renewable energy usage and reducing operational costs.
- **Enhanced IT Infrastructure:** Supervised and improved the district's IT infrastructure for both wired and wireless networks, ensuring reliable operations for mining and general activities across various locations.
- **Secured Branch Networks:** Deployed FortiGate firewalls to secure branch office communications and protect critical network assets from cyber threats, significantly enhancing the overall security posture.
- **Leadership in Innovation:** Played an active role in innovation programs (Gugus Kendali Mutu), contributing to the continuous improvement and quality management of IT services in the organization.

PT. ADD PLUS TECHNOLOGIES INDONESIA *Nov 2008 – Nov 2009, 1 Year*
IT Technical Support Tanjung-Tabalong, South Kalimantan, Indonesia

A. JOB SUMMARY
Responsible for troubleshooting and repairing personal computer and network peripheral defects and do network installation in office and production area. Support and arrangement PC and network in line production and solving all problems related to production so as to ensure line production can run effective and efficient.

B. JOB FUNCTION

To provide support IT matters include software, hardware and networking in terms of:

1) Responsible for controlling, maintenance and troubleshoot the company network system (LAN), server and client.

2) Managing and controlling Centralized Antivirus, Firewall, Data and Backup Management.

3) Maintenance and troubleshoot Desktop PC, Barebone PC, Notebook, and Computer Peripheral.

4) Installation and troubleshooting of standard software package and computer hardware.

5) Assist user in the evaluation and installation of standard and non standard software.

6) Participate in improving yields, quality and process improvements.

C. ADDITIONAL ROLES & RESPONSIBILITIES

1) To ensure that all standards complied with the ISO requirements.

2) To provide technical advice to production about computer and networking.

3) To minimise production downtime due to Production support dept.

4) To liaise with and provide technical support to other departments when rework is needed.

REFERENCE

Medici Soedira

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at PT Pamapersada Nusantara

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EDUCATION

Politeknik Manufaktur Timah

Technic Electronics – Instrumentation and Control

2005 – 2008
GPA: 3.08

- Basic Mechanical Design
- Use of Machine Tools
- Electronic Instrumentation and Analog System Design
- Digital System Design and Microprocessor/Microcontroller
- Computer Control System Design with Programming Language
- Control System Design
- Electrical System and Power Electronics Design
- Pneumatic, Hydraulic, Electro-Pneumatic, and Electro-Hydraulic System Design
- Sensory, PLC, and Robotic System Design

ORGANIZATION

- **Politeknik Manufaktur Timah : Koodinator BEM Sience & Technology, Ketua UKKI (Unit Keagamaan)**
- **Pamapersada Nusantara : Coordinator Stream IT Mining Cluster Improvement , Innovation Leader, Change Agent, Innovation Facilitator**
- **Kawan Lama Group : Innovation Facilitator**

ADDITIONAL INFORMATION

- **Technical Skills:**
  - Project Management
  - Fleet Management System Implementation
  - IT Networking Design, Installation & Maintenance (cisco, Huawei & MikroTik)
  - Linux Operating System, Administration Server Virtual (VMware, Proxmox, Nutanix)
  - Containerization Platform(Docker, Kubernetes)
  - Cloud Computing (AWS, GCP, DigitalOcean, linode)
  - IT Security Configuration / Firewall (Cisco ASA, Palo Alto, Check Point, & Fortigate)
  - IT Networking Wireless Design, Installation & Maintenance (Infinet, Motorola Cambium, Aruba, Cisco, Meraki etc)
  - Renewable Energy/PLTS design, Installation & Maintenance
  - Programing (Python, Javascript, C#)
  - Database Administration (SQL Server, MySQL, & PostgreSQL)
  - Monitoring & Observability Stack (Prometheus, VictoriaMetrics, PRTG, Zabbix, Newrelic)
  - Data Visualisation (LookerStudio, Tablue, Grafana)
  - Arduino, Raspberry PI & Jetson (IoT Solution)
  - ELK Elasticsearch (Network Traffic Analysis)
  - Cluster Graylog (SIEM/Central Log)
  - Vulnerability Assessment (Cyber Security)
- **Soft Skills:**
  - Complex problem solver & Analytic
  - Analytical Thinking, Fast Learning
  - Strong communication skills-highly emphatic-passionate and motivated
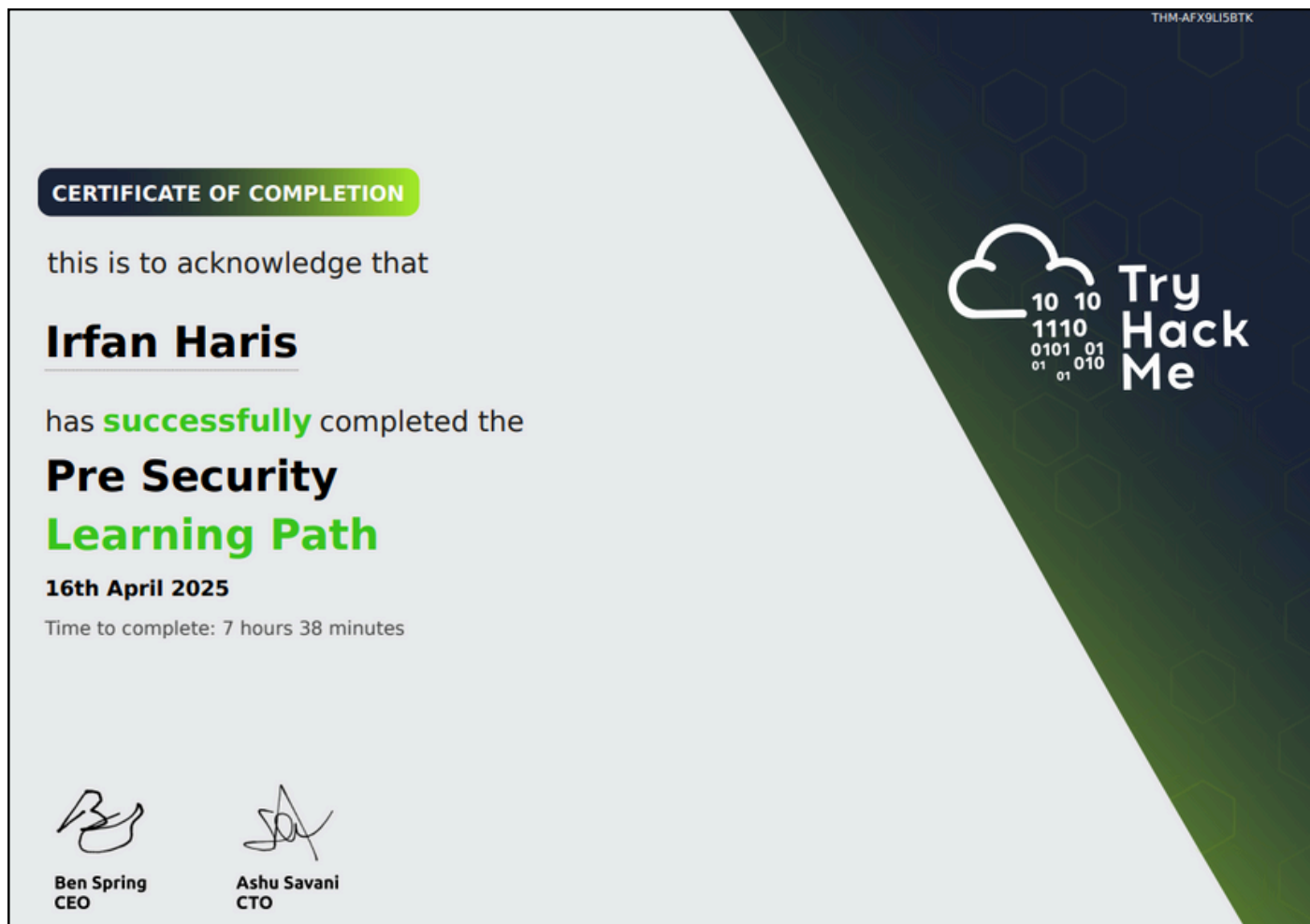 - Time Management
  - Decision Making
- **Training & Certifications**
  - **Internal Pamapersada Nusantara :** Basic IT Infra(2010), IT Service Management(2011), Dasar-dasar Supervisi(2011), Business Performance Improvement (2015), Workshop Autodispatch/Fleet Management System-FMS(2016), Pelatih Utama Core Value (2018), PADI Basic (2018), Bootcamp Design Thingking (2019), New QC For Facilitator (2019), Juri PDCA (2020).
  - **Internal Kawan Lama :** FBI-Cyber Security (2022), Training Human Centric Leadership Program (2024)
  - **External Offline Class :** Sertifikasi K3 Listrik (2011), Infinet Wirelles Advance (2011), CCNP SPCore-Implementatison MPLS & Qos (2013), HCNA Certification (2015), Cisco IT Core (2015), Centum VP Yokogawa (2018), Drone UAV (2018), Pengawaas Operationa Pertaman(MBP047006172020 - 2020), AWS Cloud Practitioner Essentials (2023), Cloud Operations on AWS (2023), Architecting on AWS (2023)
  - **External Online Class :** IoT for Production & Maintenance (PMB-IOT-XI-2118 - 2021), Tablue Trainging-Simplilearn (2022), Basic Analytic-DQLAB (2022), MetaClass: Python Preparation for Data Science-DQLAB (2022), PilotClass-Basic Sql for Data Analyst-DQLAB(2022), PilotClass: Basic Python-DQLAB(2022), Architecting on AWS (2023), AWS Cloud Practitioner Essentials (2023), Cloud Operations on AWS (formerly Systems Operations)(2023), **Bootcamp Online Cyber Security Engineer BATCH #7(2024)**, **Fundamentals of Dark Web-664d571e72142c1c7403b23d-SocRadar Academy(2024)**, New Relic Observability Practices(2024)
- **Awards/Activities:** Actively participated in the Innovation program (Quality Control Cluster) at Pamapersada Nusantara and was awarded site champion, head office champion & gold medal GKM-PMMI, and at Kawan Lama Group was awarded as 3rd place winner at the head office awarding event
- **Languages:** Indonesian, English.

CERTIFICATE OF ACHIEVEMENT AT INNOVATION CONVENTION

ASTRA international

CERTIFICATE

is presented to

IRFAN HARIS

PT PAMAPERSADA NUSANTARA

in recognition of the outstanding effort as creative innovator

Jakarta, 27th February 2014
PT Astra International Tbk

Prijono Sugiarto
President Director

INNOVASTRA3.0

Certificate of appreciation

this is to certify that :

Irfan Haris

Team HiVi
PT Pamapersada Nusantara

Has participated as :

Presenter

in Indonesia Quality Convention 2013
Batam – Riau
19 – 22 November 2013

Organized by : PMMI IQMA

Indonesian Quality Management Association

Chairman

Ir. Idaris D. Simorangkir, MT. CMQ/OE.

ADDITIONAL DOCUMENT

THM-AFX9LI5BTK

CERTIFICATE OF COMPLETION

this is to acknowledge that

Irfan Haris

has **successfully** completed the

Pre Security
Learning Path

16th April 2025

Time to complete: 7 hours 38 minutes

Ben Spring
CEO

Ashu Savani
CTO

Try Hack Me

Certificate of Accomplishment

Problem Solving (Intermediate)

PRESENTED TO

Irfan Haris

The bearer of this certificate has passed the HackerRank skill certification test

Earned on: **20 Jul, 2025**

ID: 8912076438DF

Harishankaran K

CTO, HackerRank

SERTIFIKAT
PENGHARGAAN & APRESIASI

Diberikan kepada

IRFAN HARIS

SEBAGAI PESERTA DALAM WORKSHOP MANAGER MASTERCLASS #7
YANG DISELENGGARAKAN PADA TANGGAL 9-10 JULI 2025

AFRIG WASISO
Director Aksoro