Ikhtiar Hidayatullah

ihidayatullah57@gmail.com +62 852-3441-5861 linkedin.com/in/ikhtiarh github.com/tiarh tiarh.github.io
Pamekasan, East Java

SUMMARY

NOC engineer at an FTTH ISP in East Java, responsible for a network serving 2,000+ PPPoE subscribers: MikroTik routing and PPPoE, GPON OLTs from three vendors, and 1,000+ ONUs managed over TR-069. I monitor the network, lead incident triage and service restoration, and harden routers and servers. I also build the automation the NOC depends on, including monitoring, outage detection and subscriber provisioning. Every production change I make is planned, backed up and reversible.

EXPERIENCE

NOC Engineer — Network & Automation — Skynet (FTTH ISP)

2025 — Present · East Java, Indonesia

- Operate a network of 10+ MikroTik routers, 4+ GPON OLTs (ZTE, Huawei, HiOSO) and 1,000+ TR-069-managed ONUs serving 2,000+ PPPoE subscribers.
- Lead incident response end to end: triage, fault isolation (upstream, router, OLT/ODP, CPE), service restoration and root-cause follow-up.
- Resolved network-wide WhatsApp call drops by moving PCC load balancing to per-source classification and tuning UDP timeouts; reduced latency under load with multi-queue and fq_codel.
- Hardened edge routers: restricted Winbox, API and SNMP to the management network, added WAN-side drop rules, closed an exposed open proxy, and enforced DNS with failover.
- Built network monitoring on Prometheus and Grafana, plus outage detection that suggests the likely cause from OLT alarms, ACS data and PPPoE logs, validated in shadow mode before going live.
- Set up daily off-site database backups and ran a full disaster-recovery drill, restoring service from backup in about 14 minutes.
- Automated subscriber operations: isolate and reconnect on MikroTik, a captive payment page, and WhatsApp-driven installs with automatic ONU provisioning and GenieACS tagging.

Computer Network Installation Training — UPT BLK Surabaya

Oct 2025 — Nov 2025 · Surabaya, East Java

- IP addressing, subnetting and VLSM; switch, router and access point configuration with VLANs.
- Static and dynamic routing: RIP, OSPF, EIGRP and BGP.
- Structured troubleshooting of wired and wireless LANs.

Tech Team Academy (Internship) — PT. ARAI Rubber Seal Indonesia

Feb 2024 — Jun 2024 · Gresik, East Java

- Installed LAN cabling and terminated connectors.
- Installed and configured CCTV cameras.
- Provided hardware and network-printer support for production and office staff.

SELECTED PROJECTS

Dual-Upstream Load Balancing & Failover (PCC + Recursive) — Dual-upstream PCC + recursive failover; fixed broken WhatsApp calls (PCC src-address, UDP timeout).

ISP PPPoE Platform on MikroTik — PPPoE baseline on MikroTik: 100/200 Mbps package profiles, multi-queue + fq_codel tuning, PPPoE syslog, forced DNS with failover.

Outage Detection & Root-Cause Hints — Outage detection with cause hints from OLT (LOS/dying gasp), GenieACS Wi-Fi data and PPPoE syslog; shadow mode with an accuracy report before going live.

Network Monitoring & Report Automation — Network monitoring: Prometheus and Grafana dashboards, OLT optical-level tracking, and automated status reports to the NOC over WhatsApp and Telegram.

New Installs & Customer Migration over WhatsApp — WhatsApp install & migration flow: OCR of ID card/ONU label, automatic ONU provisioning on ZTE/Huawei OLTs, GenieACS tagging, auto reconciliation.

Skynet eBilling — Billing and operations platform (Laravel + React) integrated with MikroTik: invoicing, online payments, automatic isolate and reconnect, and a captive payment page; released through CI with guarded deploys.

SKILLS

Routing & switching	OSPF, static and recursive routing, BGP fundamentals, PCC load balancing, dual-upstream failover, VLAN, subnetting / VLSM
MikroTik / RouterOS	PPPoE server and profiles, simple queues, fq_codel, firewall / NAT, OpenVPN and L2TP tunnels, netwatch, syslog, RouterOS API
GPON / OLT	ZTE C300, Huawei MA5608T, HiOSO; ONU provisioning over CLI, optical levels, LOS / dying gasp, service ports, migrations between OLTs
TR-069 / ACS	GenieACS (NBI, provisions, virtual parameters, presets), DHCP option 43, connection requests over tunnels, FiberHome CPEs
Monitoring & incidents	Prometheus, Grafana, blackbox and MikroTik exporters, alerting, syslog analysis, outage triage and root-cause write-ups
Network security	Management-plane lockdown, firewall policy, DNS control, closing exposed services, off-site backups and recovery drills
Linux / servers	Ubuntu, Proxmox, Docker, Docker Compose, Traefik, systemd, MySQL, Redis
Automation	Python, Bash, Playwright, Laravel / PHP, React / TypeScript, GitHub Actions CI, WhatsApp gateway (Evolution API), OCR
Change management	Written plans, dry-run → backup → apply → rollback, runbooks, peer review before production changes

EDUCATION

Universitas Trunojoyo Madura — B.Sc. Informatics Engineering — GPA 3.70 / 4.00 Jul 2020 — Oct 2025

CERTIFICATES

Pemasangan Jaringan Komputer — UPT BLK Surabaya — UPT Balai Latihan Kerja Surabaya · Okt 2025 · ID 25005.09.035.02.2025

Network Penetration Testing — Cyber Academy Indonesia · Agu 2024 · ID NTPT0109243207

Fundamentals of DevOps — Dicoding Indonesia · Sep 2023