

CIGHRA CENDIKIA

DEVOPS ENGINEER

Profile

Passionate about IT things and have a great skills to meet company needs.

Experience

2025 - Present **IFG Life**

DevOps Engineer

- Manage Amazon Web Services (AWS) Cloud infrastructure, for EC2, S3, RDS, EKS, EBS, PVC, and Route 53.
- Manage Jenkins CI/CD pipelines for automated build, deployment, and release processes.
- Manage Sonatype Nexus Repository for artifact storage, repository administration, and access management.
- Manage Bitbucket for source code repositories, including access control, and repository configuration.
- Manage Kubernetes clusters, including troubleshooting, patching, and performance optimization.
- Manage Linux and Windows servers, including system maintenance, patching, security updates, and daily operational support.
- Manage backup and recovery solutions using AWS Backup for instance servers and databases.
- Manage AI platform using Vertex AI on Google Cloud Platform (GCP).
- Manage Microsoft Azure Active Directory (Azure AD) for identity and access management.
- Manage Microsoft Azure Active Directory (Azure AD) Application Proxy for access and group to internal application system.
- Manage Jira Cloud platform for internal company operations, including project configuration, workflow customization, permission management, and automation setup.
- Monitoring production systems and IT infrastructure using AWS CloudWatch and DataDOG to proactively detect, troubleshoot, and resolve issues.
- Handle production release processes to ensure smooth, stable, and reliable deployment activities.
- Handle infrastructure scaling activities (scale-up and scale-down) for production and non-production environments based on system requirements and resource utilization.

2023 - 2025 **Asian Technology Solutions | IFG Life**

IT Service Desk

- Handle technical support for internal users related to IT systems and devices, including laptops, smartphones, desktop workstations, and other IT equipment.
- Handle compliance with internal IT configuration standards, security policies, and operational procedures.
- Handle third-party vendors to support application systems if needed.
- Handle incident meeting with stakeholders for resolution activities for production systems and applications.
- Handle incident priorities based on business impact, urgency, and operational risk.
- Ensure SLA (Service Level Agreement) targets for incident handling and service request operations.
- Manage Jira Cloud for tickets management incident and problem management, and service request management.
- Manage Microsoft Power BI for incident management, problem management, and service request management reporting dashboards.

2022 - 2023 **Sinergi Tekno Cipta/ Job2Go**

IT Solutions

- Handle technical support for internal users related to IT systems and devices, including laptops, smartphones, desktop workstations, and other IT equipment.
- Manage CCTV and fingerprint attendance systems.
- Manage MikroTik for network operations.
- Manage company IT assets, including inventory tracking, device allocation, and asset documentation.

2020 - 2022 **Tays Bogainti Selaras/ Tays Bakers**

IT Support & Web Developer

- Handle technical support for internal users related to IT systems and devices, including laptops, smartphones, desktop workstations, and other IT equipment.
- Manage CCTV and fingerprint attendance systems.
- Manage MikroTik for network operations and connectivity management.
- Manage company IT assets, including inventory tracking, device allocation, and asset documentation.
- Manage SAP ERP operations by handling user requests, troubleshooting system issues, and ensuring smooth business process execution.
- Support deployment activities for web applications, including HTML, PHP, and database query.
- Coordinate with business users to gather requirements and support enhancements for internal application systems.
- Assist in troubleshooting and maintaining internal application systems to ensure operational stability and business continuity.

Education

2016 - 2020 **Universitas Gunadarma**
Sistem Informasi, Fakultas Ilmu Komputer
IPK 3.42

- Karya Ilmiah: Membangun aplikasi e-commerce berbasis web menggunakan PHP dan MySQL
- Skripsi: Analisis Tingkat Kepuasan Pengguna Media Streaming Pada Aplikasi IFLIX Menggunakan Metode PEICES

Contact

Jakarta Raya, Indonesia
62 89601879080
cigraaa@gmail.com