

Muhammad Syahrur Rahmansyah Moha

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Profesional Summary

Senior Network Operations Engineer with 6+ years of experience managing high-capacity ISP infrastructure and National Backbone networks. Expert in DWDM/OTN transmission and NetDevOps, specializing in bridging the gap between network operations and automation. Proven track record in developing custom internal systems and automation workflows that significantly improve operational efficiency and SLA compliance.

Technical Skill

- **Networking:** DWDM/OTN, TCP/IP, NAT, LAN/WAN, VLAN, Optical Power Management.
- **Hardware & Vendors:** Huawei, MikroTik, Cisco, Ruijie.
- **Automation & DevOps:** n8n, API Integration, Linux Server (Ubuntu/Almalinux), Shell Scripting.
- **Software Development:** Next.js, PHP, JavaScript, MySQL, PostgreSQL, Tailwind CSS.
- **Monitoring & Management:** Huawei NMS, SLA Management, Fault Management, Root Cause Analysis (RCA).

Professional Experience

PT Huawei Tech Investment

Network Operation Engineer (Transport DWDM/OTN)

July 2022 – Present

- Manage 24/7 end-to-end fault management for National Backbone networks (JVBB, SBCS, MKCS), ensuring 99.9% availability.
- Optimize high-capacity optical networks for PT Telkom Indonesia (Regional 1-5) using Huawei iMaster NCE.
- Lead complex troubleshooting for advanced optical power issues, reducing Mean Time to Repair (MTTR) for critical links.

PT Putra Mulia Telecommunication

IT Security & NOC Analyst

February 2022 – July 2022

- Designed and deployed the "OnePoint Workforce System" using PHP to automate NOC-to-Field dispatch workflows.
- Secured remote access to customer infrastructure by configuring MikroTik and FortiClient VPN policies.

NOC Shift Manager

June 2020 – February 2022

- Supervised 24/7 NOC teams to maintain strict contract SLAs for major ISP customer.
- Served as the primary technical escalation point for high-priority network outages and conducted weekly technical coaching.

NOC Surveillance

November 2019 – June 2020

- Monitored real-time XL Axiata network infrastructure for Jabodetabek, managing transmission and cell-down alarms.
- Coordinated critical site access and field recovery for fiber optic (FO) cuts and power outages with tower providers.

TECHNICAL & FREELANCE PROJECTS

- **KPI Team Dashboard (N8N Automation):** Developed an automated reporting system integrating PostgreSQL and SharePoint via n8n; streamlined the collection of network performance metrics and team KPIs, reducing manual reporting time by 80%.
- **Enterprise Project & Financial Management System (NextJS):** Engineered a comprehensive platform to manage the full project lifecycle, including Customer PO tracking, Work Order (WO) dispatching, automated SPK issuance, and streamlined invoicing/collection processes.
- **OnePoint Workforce & TT Handling System (PHP):** Built a PHP web app to automate Trouble Ticket management from Email/WhatsApp channels with real-time SLA tracking.
- **NOC ERP System:** Built a centralized NextJS platform for KPI tracking, leave management, and employee onboarding, eliminating manual spreadsheet processes.
- **Miniature BTS Tower Automation (Arduino & REST API):** Engineered an Arduino-based simulation for automated power switching (ATF/AMF) and gate control logic for BTS sites.
- **School Network Infrastructure (Freelance) (Ruijie & Mikrotik):** Designed and deployed a campus-wide network using Ruijie Managed Switches and Access Points; implemented VLAN segmentation and Multi-SSID mapping to isolate Faculty and Student traffic.
- **Integrated School Management & Fintech System (Freelance) (PHP & Flutter):** Developed a cross-platform mobile and web application for student/teacher attendance and automated payroll; integrated Xendit Payment Gateway API for automated school fee (SPP) processing.

Certifications

- Huawei Cyber Security for Work
- Junior Network Administrator
- Computing Fundamentals
- Key Applications

Education

Universitas Siber Asia

Bachelor of Computer Science

2023 – Present (Expected 2028)

- Currently pursuing a degree via an asynchronous online platform, allowing for full-time professional commitment.
- **Focus:** Software Engineering, Network Security, and Database Management.

SMK Negeri 1 Cileungsi

Major in Network Engineering

2016 – 2019

Relevant Coursework: Network Configuration, Fiber Optic Basics, and Server Administration.