MUHAMMAD ARIYANDI

System Administrator | Hosting & Infrastructure Support
South Tangerang, Indonesia | +62 878-7856-8913 | ariyandimuhammad28@gmail.com
linkedin.com/in/muhammad-ariyandi-685b4215a

PROFESSIONAL SUMMARY

System Administrator with 6+ years of experience in web hosting and infrastructure support. Skilled in managing shared hosting, Linux and Windows VPS, dedicated and colocation servers, server software installation, monitoring with Nagios, Zabbix and Grafana, backup and recovery with Acronis, and handling security and abuse incidents. Certified in cPanel/WHM and Plesk Obsidian. Information Systems graduate with a strong customer-facing background, able to resolve complex technical issues and explain them clearly to clients.

TECHNICAL SKILLS

Operating Systems: Linux (server administration), Windows Server

Hosting & Control Panels: cPanel/WHM, Plesk Obsidian, shared hosting, Linux and Windows VPS, dedicated and colocation servers, server software installation

Monitoring & Backup: Nagios, Zabbix, Grafana, Acronis (backup and restore)

Email & DNS: SpamExpert, SmarterMail, DNS management, mail delivery troubleshooting

Operations & Security: Patching and updates, server provisioning, abuse and security incident response, performance troubleshooting, uptime management

WORK EXPERIENCE

System Administrator | Exabytes Indonesia **Jul 2025 – Present**

- Administer shared hosting infrastructure (cPanel, Plesk, SpamExpert, SmarterMail), keeping client websites and email services stable and available.
- Monitor servers with Nagios, Zabbix and Grafana and resolve performance issues before they escalate, helping maintain high server uptime and reliability.
- Run scheduled backups and restores with Acronis, protecting client data and enabling fast recovery.
- Apply patches, updates and routine maintenance to reduce security exposure and downtime.
- Provision, configure and support Linux and Windows VPS, dedicated and colocation servers for clients, including operating system installation.
- Install and configure server software and control panels (cPanel/WHM, Plesk) to match each client's requirements.
- Serve as the escalation point for the Technical Support team, resolving complex tickets that frontline staff could not.
- Investigate abuse and security reports, then notify clients and guide them through identifying and fixing the cause.
- Prepare monthly server reports for VIP clients, giving them clear visibility into performance and service health.

Customer Support Specialist | Exabytes Indonesia **Mar 2020 – Jul 2025**

- Handled customer inquiries and technical issues quickly and professionally, building long-term client relationships over five years.
- Troubleshot hosting service errors across Windows and Linux environments, resolving most issues at first contact.
- Monitored server performance and flagged problems early to keep services running at optimal levels.
- Managed and imported DNS data accurately for client domains.
- Advised clients on suitable Exabytes products and services based on their needs.

Front Office Executive | Siloam Hospitals Group **Oct 2019 – Jan 2020**

- Managed spreadsheets and reports, scheduled meetings, and processed guest payments.

Administration Staff | CV Numedia Kreasi **May 2018 – Sep 2019**

- Managed data, clerical work and records, keeping documents and reports accurate and up to date.
- Supported quality assurance of auction processes on the LPSE e-procurement platform.

EDUCATION

Bachelor's Degree, Information Systems **Jul 2013 – Jan 2018**
Universitas Pembangunan Nasional Veteran Jakarta

CERTIFICATIONS

- Plesk Obsidian Professional Certification
- Plesk Obsidian Associate Certification
- cPanel & WHM System Administrator I (CWSA-1)
- cPanel Certified Partner Accreditation (CPCP)
- WHM Administration Certification Exam (CWA)