

FATIH JIBRIL

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Willing to Relocate to Singapore

PROFESSIONAL SUMMARY

Certified Network Engineer (CCNA) with over 3 years of experience in Network Operation Center (NOC) and Customer Experience Management (CEM). Proven expertise in surveillance of corporate services such as APN Corporate, CPaaS, MICS, and V-PABX. Highly skilled in technical analysis for B2B and B2C sectors, radio network troubleshooting (2G/3G/4G), and fiber optic (FO) infrastructure.

CORE COMPETENCIES

- Networking & Surveillance: NOC-ESMC, NOC-CEM, APN Corporate, CPaaS, MICS, V-PABX.
- Technical Analysis: 2G/3G/4G Radio Network Troubleshooting, KPI Analysis using Huawei U2020 IMEA.
- Fiber Optic Infrastructure: Network Topology Design, Site Survey, Fusion Splicing, and FO Maintenance.
- Tools & Software: CCNA Enterprise, Cisco, Microsoft Office, CST Microwave Studio, Arduino IDE.

WORK EXPERIENCE

PT INFOMEDIA NUSANTARA (Telkomsel NSOC Service Delivery) NOC - ESCM Specialist | August 2022 – Present

- Responsible for high-level surveillance on APN Corporate, CPaaS, MICS (Mobile IP Communication Suite & Collect Call), and V-PABX services.
- Ensure service reliability and prompt response to corporate network incidents.

PT KINARYA ALIHDAYA MANDIRI (Telkomsel Area) NOC - CEM Analyst | March 2021 – July 2022

- Conducted technical analysis for Telkomsel B2B & B2C customers across all regions in Indonesia.
- Resolved customer experience complaints related to 2G, 3G, and 4G radio network issues.
- Analyzed network disruptions and monitored KPI issues using Huawei U2020 Webtools.
- Escalated critical network issues to SQA, RTPO, and specialized APN/CPaaS teams.

PT TELEMEDIA DINAMIKA SARANA Network Engineer (Freelance & Intern) | July 2019 – December 2020

- Designed fiber optic network topologies and conducted comprehensive site surveys for corporate clients.
- Managed end-to-end network deployment including hardware procurement (Server, Router, Access Point, OLT/ONT) and infrastructure setup.
- Performed network maintenance, troubleshooting, and cable migration (overhead to underground) to ensure continuous connectivity.

EDUCATION

- Bina Nusantara University (BINUS) | B.S. in Computer Engineering | GPA: 3.79/4.00 | 2023 – 2025
- Politeknik Negeri Jakarta (PNJ) | Associate Degree in Telecommunication Engineering | GPA: 3.27/4.00 | 2017 – 2020

CERTIFICATIONS & TRAINING

- CCNA Enterprise 200-301, ID-Networkers (Valid until Nov 2025)
- Cybersecurity Professional Certificate, Coursera (Feb 2025)
- RAN Operations & Maintenance (Open RAN), Digital Talent Scholarship - Kominfo
- Drive Test Certification, Train4Best Indonesia