



CONTACT ME!

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- Ahmad Zidan

LANGUAGE

- Indonesia / Bahasa
Fluent
- English
Intermediate

CERTIFICATE

- MIKROTIK:
 - MTCNA
 - MTCRE
- FORTIGATE:
 - NSE 1
- HURRICATE ELECTRIC:
 - IPv6 (NEWBIE VERSION)
- CYBRARY:
 - Network Fundamental
- CISCO:
 - Switching, Routing, and Wireless Essentials (BADGE)
 - Enterprise Networking, Security, and Automation (BADGE)
 - Introduction to Networks (BADGE)
- AMAZON:
 - AWS Academy Graduate - AWS Academy Cloud Foundations

AHMAD ZIDAN

A Customer Live Chat Support. Currently working at World Host Group, with experience in handling customer inquiries and troubleshooting technical issues in a fast-paced environment. I support customers with hosting-related problems, including cPanel and Plesk, DNS, email, websites, SSL, WordPress, and Laravel, while maintaining clear and effective communication. I also have a strong technical background in networking, supported by a Mikrotik , and hands-on experience learning and using Cisco, Juniper, AWS, and Python. I am a curious and continuous learner who enjoys exploring new technologies and improving my skills, and I am motivated to grow further in technical support and networking-focused roles.

MY SKILL

- Mikrotik :** *Intermediate*
Blocking with Filter Rule, Firewall Logging, Blocking Address List Rule, Blocking with Layer 7 Protocol, NAT Configuration, Content Blocking, Make static routing, make dynamic routing, ARP, EOIP, PPTP, PPPOE, L2TP, PPP, Bridge, mac address filtering, nstreme, simple queue, three queue, burst limit, routing concept, connected Route, static route, failover, load balance with Policy route, Configuration, virtual link, and ECMP configuration
- CISCO :** *Intermediate*
Switch configuration, vlan & trunk switch, inter vlan, dhcp, vtp, configure ssh & telnet, configure svi switch, stp, stp port fast, etherchannel, basic in switching in cisco, routing protocols, configure router, config routing protocol such like eigrp protocol, ospf protocol, static route protocol, rip protocol, ripv2 protocol, configure acl standart & Acl extended & Named acl, configure nat static & Nat dynamic, dhcp relay, dhcp snooping, tunnel, hsrp, vrrp, blgp, voip, bgp, redistribute, and ipv6 config, and configure cisco ASA, Distribute list eigrp, prefix list IN-OUT, filtering ip eigrp, eigrp authentication, eigrp summarization, eigrp unicast update, redistribute eigrp, path delay, path bandwith eigrp, equal load balancing, eigrp stub, stub connected, stub redistribute, stub static, ospf virtual-link, ospf redistribute, ospf standart area, ospf stub, ospf authentication Autonomous System, Path-Vetor Protocol.
- Figma :** *Intermediate*
Making proposal, flayer, poster, making mockups, making vector design, and making banner.
- Juniper :** *Beginner*
Basic-basic configuration juniper such as like set timezone, add ip address, commit some configuration, change hostname, create new user in juniper, and create new class. Routing static in juniper, ospf , rip and routing policy in juniper, redistribute ospf and rip, and prefix list & firewall
- AWS (Amazon Web Services) :** *Beginner*
Identity and Access Management (IAM), Create group, Create user, IAM Policies, Password Policies, Multi-Factor Authentication, IAM Roles. Amazon Elastic Compute Cloud (EC2), How to create, start, stop, connect, terminate EC2 Instance, Instance Type, Amazon Security Group, Make ASG and apply to instance, Elastic IP, Key Pairs, Elastic Network Interface, Make Simple Web Server.Virtual private cloud (VPC), Load balancer, Amazon Simple Storage Service (S3).
- Fortinet :** *Beginner*
Login to fortinet. Add ip, using terminal, using fortinet in web, make simple rule, NAT rule, change user, add user, config static route.
- Python :** *Beginner*
Variable, Number on the python, String indexing, and String slicing
- Hosting** *Beginner*
Experience in handling hosting support using cPanel and Plesk, including basic DNS management, email troubleshooting, and website issues. Familiar with SSL setup and renewal, domain and subdomain configuration, and common hosting errors. Able to support WordPress and Laravel websites with basic troubleshooting.
- Customer Care** *Beginner*
Strong customer care skills with experience handling customer inquiries through live chat and ticket systems. Able to communicate clearly, listen actively, and provide helpful solutions in a friendly and professional manner. Comfortable working under pressure, managing multiple chats or tickets, and maintaining service quality. Focused on customer satisfaction while following company procedures and support standards.

MY EXPERIENCE

- **Following Ujikom - Trisari Data Indonusa**

Participated In A TKJ (Teknik Komputer Dan Jaringan) Competency Test At Trisari Data Indonusa Together With Classmates. During This Assessment, I Worked On Network Configuration And Basic System Setup, Including IP Addressing, Network Connectivity Testing, And Troubleshooting Common Network Issues. The Activity Required Teamwork, Attention To Detail, And Following Technical Instructions To Complete Tasks Correctly. This Experience Strengthened My Understanding Of Basic Networking Concepts And Improved My Practical Skills In Configuring And Maintaining Computer Networks.

- **Participate In Telkom DigiUp**

Participated In Telkom DigiUp, A National-Standard Digital Skills Certification Program For Vocational Students Across Indonesia. The Program Is Designed To Prepare Young Talents With Practical Skills That Meet The Needs Of The Digital And Technology Industry, Through Structured Learning And Competency-Based Assessment.

- **Teaching In SMK Munatul Huda 2 Ponorogo**

Participated As An Instructor In The IDN Mengajar Activity At SMK Munatul Huda 2 Ponorogo, Teaching Mikrotik MTCNA Basic Networking Materials. Delivered Lessons On Basic Mikrotik Configuration, Networking Concepts, And Practical Labs For Students. This Experience Improved My Communication Skills, Teaching Ability, And Understanding Of Mikrotik-Based Network Implementation.

- **Teaching In SMKN 2 Magetan**

Participated As An Instructor In The IDN Mengajar Activity At SMKN 2 Magetan, Teaching Cisco CCNA Basic Networking Materials. Provided Lessons On Fundamental Networking Concepts, Basic Cisco Device Configuration, And Hands-On Practice. This Experience Strengthened My Technical Knowledge In Cisco Networking As Well As My Ability To Explain Technical Topics Clearly To Students.

- **Teaching In As-Salam BS Pekalongan**

Participated As An Instructor In The IDN Mengajar Activity At As-Salam BS Pekalongan, Teaching Basic Design Using Figma. Delivered Lessons On Basic Design Concepts, Layout, And Simple Prototyping Using Figma, Along With Hands-On Practice. This Experience Improved My Design Skills, Creativity, And Ability To Explain Design Tools Clearly To Students.

- **Teaching In SMK Muhammadiyah 2 Makassar**

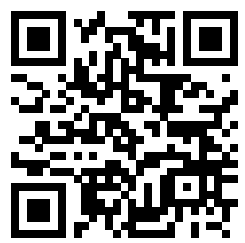
Participated As An Instructor During A Holiday Teaching Activity At SMK Muhammadiyah 2 Makassar, Teaching Network Fundamentals. Delivered Basic Networking Concepts, Including Network Types, IP Addressing, And Basic Troubleshooting, With Simple Practical Examples. This Experience Strengthened My Communication Skills And Ability To Explain Technical Topics Clearly To Students.

- **Customer Care Experience**

Worked As A Customer Live Chat Support, Handling Customer Questions And Technical Issues In A Fast-Paced Support Environment. Assisted Customers With Hosting-Related Concerns, Including Account Access, Basic Troubleshooting, And Service Guidance. Provided Clear And Polite Responses Through Live Chat And Tickets, Ensured Issues Were Properly Followed Up, And Escalated Complex Cases When Needed. Maintained Customer Satisfaction By Delivering Accurate Information, Timely Solutions, And Professional Communication While Following Company Support Procedures.

- **Portfolio Project – WordPress Website (CPanel)**

Created A Simple Personal Portfolio Website Using WordPress Hosted On CPanel. Set Up The Domain And Hosting Environment, Configured Basic DNS, And Installed WordPress Through CPanel. Designed A Simple Introduction Page To Present Personal Information And Skills. Managed Basic WordPress Settings, Themes, And Content, And Ensured The Website Was Accessible And Working Properly. This Project Helped Strengthen My Understanding Of Hosting Environments And Basic Website Management.



Scan this QR if you would like to see one of my Project and book, thanks!