

WALID UMAR

IT INFRASTRUCTURE & SUPPORT PROFESSIONAL

Linux/System Administration
Application Support | IT Service Desk

GORONTALO, INDONESIA

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PROFESSIONAL PROFILE

IT professional with 8+ years of combined experience in systems administration, server and network operations, technical troubleshooting, and IT education. Hands-on work includes Linux servers, virtualization, Kubernetes/container platforms, monitoring, web services, and relational databases. Skilled in investigating logs, checking service health, reviewing resource utilization, examining database and replication status, and documenting technical findings. Combines infrastructure practice with clear user communication and technical training skills; seeking remote opportunities in system administration, application support, or IT service desk.

CORE COMPETENCIES

INCIDENT SUPPORT Triage, log analysis, root-cause investigation	SYSTEMS & NETWORKS Linux, connectivity, routing, service health	APPLICATION SUPPORT SQL checks, database health, web services
PLATFORM OPERATIONS Virtualization, containers, storage review	MONITORING Metrics, capacity, resource and disk checks	COMMUNICATION Technical documentation, user guidance

TECHNICAL TOOLKIT

Operating systems & CLI	Debian, Ubuntu Server, Linux service administration, systemctl, journalctl, shell/CLI diagnostics.
Virtualization & platforms	Proxmox VE, VirtualBox, VMware, PNETLab, Docker, Kubernetes/RKE2, Rancher, Longhorn.
Monitoring & observability	Prometheus, Grafana, Loki, VictoriaMetrics, Icinga2/Icinga Web; metrics, logs, resource and storage checks.
Database & application support	PostgreSQL, Patroni, MariaDB/MySQL, psql, SQL diagnostics, connection and replication checks.
Web services & security	Nginx, Apache/PHP-FPM, HAProxy, aaPanel, Fail2Ban, service/socket troubleshooting, maintenance pages.
Networking	TCP/IP, LAN/WAN, VLAN, routing, NAT, VPN, OSPF/BGP fundamentals, Cisco and MikroTik administration.

PROFESSIONAL EXPERIENCE

System Engineer / IT Infrastructure Operations | Higher-Education Institution | [MM/YYYY–Present]

- Support administration and troubleshooting across server, network, virtualization, container, database, and monitoring environments; investigate service health and infrastructure incidents using CLI tools, logs, and metrics.
- Analyze workload and storage health, database connectivity/replication, resource utilization, and Linux service behavior; document findings and practical next steps for reliable operations.

Teacher – Computer & Network Engineering (TKJ/TJKT) | SMK Negeri 4 Gorontalo | [MM/YYYY–Present]

- Teach practical Linux/server administration, network services, routing, switching, virtualization, and troubleshooting; translate technical procedures into structured learning activities.
- Develop virtual lab exercises and technical learning materials on servers, Linux, networking, and administration.

Learning Facilitator | Pendidikan Guru Penggerak (PGP), Cohort 11 | [Year/period]

- Facilitate professional learning and guide participants through structured activities, communicating technical or procedural concepts clearly to different audiences.

SELECTED TROUBLESHOOTING & INFRASTRUCTURE PROJECTS

Hands-on examples across infrastructure operations, incident analysis, platform maintenance, and architecture planning.

Kubernetes/RKE2, Rancher & Longhorn. Investigated a multi-node RKE2 cluster with three control-plane/master nodes and three workers. Compared CPU reservation against observed use, reviewed pod health, Longhorn replica and instance-manager status, storage symptoms, and cluster logs to structure the diagnosis.

PostgreSQL & Patroni high availability. Reviewed leader/replica roles and streaming replication for a Patroni-managed PostgreSQL cluster. Used patronictl, psql, pg_stat_activity, and database logs to examine high connection counts, service state, replication health, and possible causes of application login or connectivity symptoms.

Monitoring, capacity & resource analysis. Examined a Grafana container storage-exhaustion incident involving /var/lib/grafana. Also analyzed cases where CPU reservation appeared very high while actual utilization was comparatively low, correlating metrics, resource allocation, disk usage, PostgreSQL connection counts, and service health.

Linux service management & Fail2Ban. Investigated inconsistent Fail2Ban behavior where systemd reported a failed service while fail2ban-client still responded and listed active jails. Examined socket path/symlink issues, journal entries, daemon state, and client responses rather than relying on a single status indicator.

Web hosting, Nginx & aaPanel. Analyzed website-not-found/stopped responses, default virtual-host handling, and Nginx maintenance-page configuration. Reviewed service settings and HTTP response behavior, including how to present a clear outage or maintenance notice to users.

Proxmox, networking & backup operations. Worked through VLAN-aware bridge configuration, Proxmox Backup Server restore workflows, and FRR/OSPF routing. Applied network-path and platform-level reasoning to investigate connectivity, virtual network segmentation, and recovery concerns.

Moodle CBT architecture planning. Designed a proposed three-server Moodle CBT layout for approximately 1,500 learners, separating grades X, XI, and XII across servers. Planned Ubuntu Server, Nginx reverse proxy, PHP-FPM, MariaDB, HTTPS subdomains, and optional Redis while considering mobile access and concurrent examination load.

Virtual networking labs & technical education. Developed and refined practice scenarios for Cisco IOS and MikroTik RouterOS, VLAN/access/trunk configuration, routing, and virtual topologies. Work also includes planning an interactive CLI simulator that helps learners practice device commands and troubleshooting procedures.

PROFESSIONAL STRENGTHS

- **Technical communication** — Explain infrastructure topics clearly and guide users or learners through structured troubleshooting.
- **Documentation & content** — Create technical tutorials and learning materials on Linux, servers, networking, virtualization, and administration.
- **Remote-work practices** — Independent investigation, command-line diagnostics, clear written updates, documentation, and cross-functional collaboration.

ROLE ALIGNMENT

LINUX / INFRASTRUCTURE	Linux operations, virtualization, Kubernetes/RKE2, monitoring, storage and network diagnostics.
APPLICATION SUPPORT	Application connectivity, PostgreSQL/SQL checks, web-service logs, incident analysis and documentation.
IT SERVICE DESK	Structured troubleshooting, user guidance, clear incident notes, remote diagnostics and escalation.

EDUCATION & ADDITIONAL INFORMATION

EDUCATION Bachelor of Information Systems Universitas Negeri Gorontalo	
LANGUAGES Indonesian: Native English: Proficient	PORTFOLIO walidumar.my.id youtube.com/walidumar