

ERWIN ALFIANSYAH

IT Service Resilience Manager | Business Continuity | Disaster Recovery | ITSM

erwnlf@gmail.com | linkedin.com/in/erwinalif | Greater Jakarta, Indonesia

PROFESSIONAL SUMMARY

IT Service Resilience Manager with 7+ years of experience across IT infrastructure, service operations, change management, problem management, business continuity, and disaster recovery. Proven ability to improve service stability, strengthen recovery readiness, and coordinate cross-functional teams to keep critical services available and aligned with business needs. Strong hands-on foundation in cloud and infrastructure operations, combined with practical ITSM execution in enterprise environments.

CORE STRENGTHS

- Business Continuity Planning and Disaster Recovery
- Incident, Change, and Problem Management
- Service Resilience and Service Availability
- Backup Strategy and Recovery Readiness
- Capacity Monitoring and SLA Tracking
- Infrastructure Operations and Stakeholder Coordination

KEY SKILLS

IT Service Management (ITSM)	Business Continuity Planning
Disaster Recovery Planning	Incident Management
Problem Management	Change Management
Root Cause Analysis	Backup and Recovery
Capacity Monitoring	SLA Reporting
Infrastructure Operations	Cloud Services

EDUCATION

Bachelor's Degree, Teknik Telekomunikasi

Politeknik Negeri Jakarta
2015 - 2018

LANGUAGES

English - Advanced
Indonesian - Native

PROFESSIONAL EXPERIENCE

IT Service Resilience Manager

Datacomm Diangraha

Nov 2024 - Present | Jakarta, Indonesia

- Monitor IT service capacity and infrastructure readiness to support business demand and agreed service levels.
- Develop and maintain business continuity and disaster recovery plans to improve operational resilience.
- Review backup strategy and recovery procedures to strengthen recoverability and risk preparedness.
- Track service backlog and coordinate timely resolution with technical teams and stakeholders.
- Maintain visibility into infrastructure health and service performance through reporting and follow-up actions.

Change & Problem Assistant Manager

Datacomm Diangraha

Dec 2020 - Nov 2024 | Jakarta, Indonesia

- Planned, coordinated, and assessed IT infrastructure changes to minimize service disruption and implementation risk.
- Led problem analysis for recurring issues, drove root cause identification, and tracked corrective actions through closure.
- Evaluated impact, compliance, and operational readiness for proposed changes before approval and execution.
- Worked closely with technical teams, service managers, and stakeholders to ensure smooth transitions and clear communication.
- Prepared management reporting on change effectiveness, incident trends, and problem resolution progress.

Assistant Change Manager

Datacomm Diangraha

Dec 2020 - Apr 2021 | Jakarta, Indonesia

- Supported planning, scheduling, and governance of changes across IT systems and services.
- Assessed implementation risk and potential service impact for proposed changes and requests.
- Maintained accurate change records and ensured process compliance with internal standards and ITIL-aligned practice.
- Coordinated service requests end-to-end to support timely fulfillment and resolution.

System Engineer

Datacomm Diangraha

May 2019 - Dec 2020 | Jakarta, Indonesia

- Developed and implemented system architectures to support integration of hardware, software, and network components.
- Provided technical support for users and customers across infrastructure and system environments.
- Managed and monitored installed systems and infrastructure to maintain stable day-to-day operations.
- Integrated supporting infrastructure servers including DNS, DHCP, and IPAM for telecommunications environments.
- Collaborated with cross-functional teams on system enhancement and infrastructure initiatives.

Service Desk Engineer (System)

Datacomm Diangraha

Nov 2018 - May 2019 | Jakarta, Indonesia

- Resolved hardware, software, and system-related issues through ticket, phone, and email support channels.
- Diagnosed incidents, escalated complex issues, and tracked progress to ensure timely resolution.
- Worked with system engineers and IT teams to maintain consistent service quality and user communication.
- Monitored system performance and provided status updates to users and stakeholders.

CERTIFICATIONS

Cloud Tech Fundamental	Acronis
Internal Audit Training ISO 22301:2019 Based on ISO 19011:2018	Bizplus.id
ZCP: Enterprise Engineer (Zerto 9)	Zerto
Zerto Certified Associate	Zerto
Zerto Certified Professional Cloud Service Provider	Zerto
Palo Alto Networks Cybersecurity Infrastructure Configuration Assessment	Palo Alto Networks
CompTIA Server+	CompTIA
ITIL 4 Foundation	AXELOS Global Best Practice
CompTIA Network Infrastructure Professional - CNIP	CompTIA
CompTIA Network+	CompTIA