

ALTIFANI RIZKY HAYYU

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Cloud & Data Professional | Customer Support Engineer | Physics PhD Candidate (ABD) | Authorized to work in Poland

PROFESSIONAL EXPERIENCE

LTIMintree Limited (S.A.), Kraków, PL

Engineer – Cloud & Infra Management (Azure Networking, Microsoft BU)

Nov 2023 – Present

- Provide L3/L7 Microsoft Azure Networking troubleshooting and technical support to global business customers via phone, web, and chat, ensuring fast resolutions and adherence to high SLA standards.
- Conduct deep-dive analyses such as reproduce and validate issues, document troubleshooting processes, perform Root Cause Analysis (RCA), and provide detailed technical reports.
- Manage the customer experience from issue identification to resolution, communicating proactively and consistently exceeding KPIs to boost team efficiency and satisfaction.
- Collaborate closely with Subject Matter Experts, Engineering/Product Groups, Management, and cross-functional teams (Billing, Kubernetes, AADDs, Storage, Monitor, App Service, etc.) as well as external platforms (Cisco, AWS, Broadcom, Fortinet, etc.) to resolve complex issues, including escalation handling.

Cisco Systems Poland Sp. z o.o., Kraków, PL

Incubator Network Engineer (10.5 Program)

Mar – Jun 2023

- Completed hands-on CCNA: Introduction to Networks; Switching, Routing, & Wireless Essentials; Enterprise Networking, Security and Automation; DevNet Associate
- Acquired practical skills in Python programming and network automation to enhance operational efficiency.
- Strengthened technical support capabilities and customer-facing communication skills through hands-on experience.

AstraZeneca Pharma Poland Sp. z o.o., Warsaw, PL

Student Ambassador

Nov 2022 – Jun 2023

- Engaged in a mentorship program, including statistical programming for oncology and health research.
- Proposed and executed activities aimed at promoting the organization among the student community.

EDUCATION

Jagiellonian University, Kraków, PL

PhD in Physics – Experimental Condensed Matter (Magnetic properties)

Sep 2019 – Aug 2025

- Thesis: magnetic properties and magnetocaloric effect of rare-earth intermetallics using X-ray diffraction and PPMS.
- Developed strong skills in magnetism, Linux, Python, statistics, data analysis, and machine learning.

AGH University of Kraków, Kraków, PL

MSc in Materials Engineering – Modern Materials, Design, and Application

Mar 2018 – Sep 2019

- Thesis: Functionally Graded Materials (FGM) in aluminium alloys (casting process) for automotive applications.
- Gained experience in materials design (non-ferrous metals), project management, and international collaboration.

University of Indonesia, Depok, ID

BSc in Physics – Theoretical Condensed Matter (Electronic properties)

Sep 2013 – Aug 2017

- Thesis: [Computational modelling of tight-binding model semiconductor using Fortran parallel programming on Linux \(MPI\)](#).
- Built foundations in programming, algorithms & data structures, HPC, material physics, and problem-solving.

TECHNICAL SKILLS

- **Cloud & Networking:** Microsoft Azure (L3/L7: VM, VPN, VNet, Firewall, Load Balancer, CDN, DNS, DDoS, etc.), Cisco, Linux
- **Programming & Data:** Python, SQL, Machine Learning, Data Analysis (EDA, Streamlit)
- **Tools:** Git, Jira, Dynamics 365, Power BI, Wireshark, MS Office
- **Languages:** Indonesian (native), English (C1), Polish (B1)
- **Certifications:** [Microsoft Azure AI Fundamentals \(AI-900\)](#), [Microsoft Azure Fundamentals \(AZ-900\)](#)

AWARDS

- Super Crew Awards, LTIMindtree (2025)
- BSc–MSc–PhD scholarship holder (2013–2023)

COURSES

- Microsoft Azure Solutions Architect Expert (AZ-305) Exam Tips, LinkedIn Learning (2025)
- Microsoft Security Virtual Training Day: Security, Compliance, and Identity Fundamentals (2025)
- Microsoft Azure Administrator Associate (AZ-104) Exam Tips, LinkedIn Learning (2025)
- AZ-700 Design and Implement Microsoft Azure Network Solutions, Microsoft Learn (2025)
- Cisco Routing & Switching Workshop, Nixtrain (2025)
- Azure Networking Learning Paths & Agent Copilot, QA Learning (2024–2025)
- Azure Networking Support Engineer Training, Codecool (2023)
- Excel Fullstack Bootcamp, Myskill (2023)
- Introduction to Data & SQL, Code First Girls (2023)
- Data Science & ML Bootcamp, Fullstack Bangalore ID (2022)
- Quant Finance Lectures: Co-developed HSBC lecture series on pricing, risk, and numerical methods (2019, 2022)
- Polish Language, MCK PK (Międzynarodowe Centrum Kształcenia Politechniki Krakowskiej) (2017)

PROJECTS

Personal Projects

- Customer Churn Prediction: Built ML model (EDA, visualization, modeling) → [GitHub](#)
- Image Classifier: Deployed Streamlit app (cat/dog/panda) → [GitHub](#)

Additional Projects & Experience

- Unilever via Publicis Groupe, Poland (Aug–Nov 2023): Agile copywriting & translation (Jira)
- Schoters, Indonesia (Jul 2021–Jan 2025): Mentored 100+ clients on study-abroad applications
- Self-employed (Jan 2019–Jul 2024): Indonesian language teacher for international learners
- Brainly, Poland (May 2018–Mar 2022): Developed 2600+ STEM materials
- Short-term (maximum 1 month per project): Voice testing, date localization, language test design, social sentiment labeling, and social data research with international clients such as Vasco Electronics, TELUS International, Biuro Tłumaczeń Diuna, Language Development Academy LLC sp. kom, Dynvibe.

ACTIVITIES

Toastmasters Kraków Public Speaking Club – Vice President of Public Relations Jan – Jun 2022

- Led PR strategy; completed “Effective Coaching” pathway and communication/leadership modules.

Indonesian Student Association in Poland (PPI Polandia) – President Nov 2020 – Nov 2021

- Led 32-member team and 150+ members, founded 5 branches, and coordinated cultural and embassy-linked events.

CONSENT AGREEMENT

I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).