UNTUNG PRIYONO

Solution Architecture | Account Management | IT Infrastructure |
Project Management Professional (PMP)® | Agentic AI Enthusiast

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ABOUT

A cross-functional technology professional with 13+ years of experience across telecommunications and enterprise technology. My background covers three areas: infrastructure and cybersecurity, strategic project management (PMP®), and B2B/B2G business development.

I design solution architectures for Smart City and IoT deployments, secure mission-critical systems through IT/OT security work and drive sustainable revenue growth. I work in both directions: complex technical requirements into business outcomes, and business goals into technical plans.

Right now, I focus on Service Operation Performance, getting value to the business faster while keeping operations efficient. Continuous learning and strong corporate governance (AKHLAK and BISA values) are how I work.

WORK EXPERIENCE

Service Operation Performance

Feb 2026 – Present

PT PINS Indonesia · Jakarta

Part of a task force accelerating the B2B/B2G service-delivery cycle and company revenue realisation.

- Identified administrative and technical bottlenecks in the B2B/B2G service-delivery cycle.
- Streamlined billing administration across active projects, so contracts, POs, and handover documents (BAST) stayed complete.
- Applied a PMBOK-based tracking framework for SLA compliance and audit documentation.

Information Technology Operation & Security Infrastructure

Jan 2025 – Jan 2026

PT PINS Indonesia · Jakarta

Managed and secured the company's IT infrastructure and led network-security modernization.

- Managed and secured IT infrastructure covering 300 users, 10 physical servers, 30 virtual machines, and 200 network devices.
- Led an enterprise firewall upgrade and rolled out MFA for VPN access.
- Implemented EDR (Sentinel One) and hardened critical servers/endpoints.
- Designed server cloudification, backup & disaster-recovery schemes, and UPS revitalization.
- Project Manager for the epins (e-commerce) and IAMS (Inventory Asset Management System) applications.

Territory Account Manager

Sep 2024 – Dec 2024

PT PINS Indonesia · Jakarta

Owned Total Account Management for an operational territory, responsible for revenue targets and territory growth.

- Formulated and executed territory sales strategies to expand the B2B footprint.
- Managed the full sales cycle for enterprise clients and sustained long-term business relationships.

Government Account Manager

Jan 2024 – Aug 2024

PT PINS Indonesia · Jakarta

Managed the sales cycle and long-term relationships with government-sector clients.

- Led business development for the government sector.
- Navigated government procurement and contract administration processes.
- Built senior relationships with government stakeholders.

Junior Account Manager

Jan 2022 – Dec 2023

PT PINS Indonesia · Jakarta

Executed B2B sales strategies and was the primary client contact.

- Won the Best Collection Contribution Q4 2023 and Best Collection Percentage Achievement Q3 2023 awards.
- Analyzed market and client needs to design account-marketing strategies; managed commercial negotiations and broadened the sales portfolio.

Sales Engineer – IoT Business

Aug 2019 – Dec 2021

PT PINS Indonesia · Jakarta

Pre-sales technical consultant for IoT solutions. Designed technology architecture for corporate and government clients.

- Designed IoT architecture and technical proposals tailored to client needs.
- Prepared BoQ, BoM, technical & commercial proposals, and tender documents (RKS) for enterprise solutions (network, CCTV, command center).
- Led product demos, PoCs, feasibility studies, and new sales-territory development.

Solutions Sales Engineer – Smart City & Automation

Jun 2016 – Jul 2019

PT PINS Indonesia · Jakarta

Designed advanced solution architecture for Smart City and industrial-automation projects.

- Translated client business and technical needs into integrated, implementation-ready architecture designs.
- Prepared technical proposals, BoQ/BoM, and tender documents (RKS) for Smart City solutions (active/passive infrastructure, street lighting, command center, CCTV video analytics).
- Led the technical pre-sales process, including RFP/RFQ.

Solutions Engineer – Mobile Managed Service

May 2015 – May 2016

PT PINS Indonesia · Jakarta

Provided engineering support and designed technical solutions for Mobile Managed Service.

- Designed Mobile Managed Service and Enterprise Mobility Management (EMM) solutions, including a secure MDM framework.
- Prepared technical proposals and BoQ/BoM for Smart Building solutions (access control, CCTV, sound system, fire alarm, parking, lift access).

Admin Solution – SME & Wholesales Business

Nov 2012 – Apr 2015

PT PINS Indonesia · Jakarta

Administrative support and pre-sales technical consulting for the SME & Wholesales segment.

- Streamlined sales-administration workflows (proposals, quoting, contracts) and prepared technical documents.
- Maintained CRM data and order-progress tracking.

SKILLS

Project & Quality Management	Program & Project Management - Risk & Scope Management - Quality Management (QA/QC) - Service-Level Agreements (SLA) - Stakeholder Relationship Management
Cybersecurity & Networking	Cybersecurity & IT/OT Security - Network Security & Firewall Administration - Endpoint Detection & Response (EDR) - Enterprise Networking (Routing & Switching) - Wireless Networking (Wi-Fi / Omada) - Cloud & Infrastructure (Server, Backup/DR) - CCTV & Physical Security Systems
Presales & Solution Architecture	Solution Architecture - Smart City & IoT Solutions - Proposal & Tender (RKS, BoQ, BoM) - Technical Presentations & PoC
Sales & Account Management	B2B/B2G Account Management - Territory & Business Development - Contract & Government Procurement - Negotiation & Client Relationship

CERTIFICATIONS & LICENSES

Project Management Professional (PMP)® - Project Management Institute (PMI)
Feb 2026 – Feb 2029 · active
4305696

Huawei Certified Specialist Associate (HCSA) - Presales IP Network - Huawei
Apr 2026 – Apr 2028 · active
03221601397810430691409

Omada Expert - TP-Link
Jan 2026 – Jan 2028 · active
OE000025

Google Cybersecurity Professional Certificate - Google
Nov 2025 – Nov 2028 · active
4517ETBVJO1T

MikroTik Certified Network Associate (MTCNA) - MikroTik
Jan 2025 – Jan 2028 · active
2501NA3193

VIGI Certified Security Administrator (VCSA) - TP-Link
Oct 2025 – Oct 2028 · active
0F4B106F4C42495E

TP-Link Network Professional (TPNP) – Routing & Switching - TP-Link
Dec 2025 – Dec 2028 · active
D6A0AA9BF1C24E91

TP-Link Network Professional (TPNP) – Business Wi-Fi - TP-Link
Aug 2025 – Aug 2028 · active
D7A1CC530B354946

Omada Certified Network Administrator (OCNA) – Wireless - TP-Link
Jan 2025 – Jan 2028 · active
281AA635C6634FC7

Omada Certified Network Administrator (OCNA) - Routing & Switching - TP-Link
Jul 2025 – Jul 2028 · active
FDA0B824A5704F2C

Claude with AI - Anthropic Academy
Apr 2026 – Apr 2029 · active

Cisco Certified Network Professional Routing & Switching (CCNP-RS) - Cisco
Jan 2015 – Jan 2018 · expired
CSCO12717315

EDUCATION

Institut Teknologi Telkom (Telkom University)
Bachelor's degree · Telecommunications Engineering · 2009

AWARDS

Best Collection Percentage Achievement Q3 2023
PT PINS Indonesia

Best Collection Contribution Q4 2023
PT PINS Indonesia

TRAINING

MikroTik MTCNA Exam Training - Black Belt SASE Sales Stage 1 - Meraki Fit Level One - ITMLI Webinar Series 2023 - Pelatihan B2B Marketing Program AM PINS - Transformasi 5-Bold Moves - Empower Public Speaking & Presentation - Webinar Sales Training & Consulting