

Iwan Setiawan

Bali, Indonesia

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Professional Summary

Technical Support and Web Hosting Specialist with extensive experience in managing domains, troubleshooting server and email issues, and providing client support across various hosting platforms. Skilled in cPanel, Plesk, DNS, APIs, and web development workflows. Adept at diagnosing technical problems, communicating effectively with clients, and delivering reliable solutions in fast-paced environments.

Core Skills

- Web Hosting Support
 - Domain & DNS Management
 - Email Systems
 - API Testing & Debugging
 - Web Development
 - Git & Version Control
 - Linux Server & Windows Server Basics
 - Customer Support & Ticket Handling
 - Problem Solving & Technical Diagnostics
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Professional Experience

Technical Support / Web Hosting Specialist

Hosting.com

2024 - Now

- Provided technical support for web hosting clients, including domain, email, and server-related issues.
 - Diagnosed and resolved authentication errors, API failures, and DNS misconfigurations.
 - Assisted with domain renewals, WHOIS issues, and registry restrictions.
 - Troubleshot email access problems across multiple accounts and platforms.
 - Guided clients through hosting setup, login issues, and control panel usage.
 - Managed Git workflows, including pulling, resolving conflicts, and deployment fixes.
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Web Support / Junior Developer

PT BALI OVERSEA ABADI

2024

- Assisted in deploying and managing websites, including React/JSX-based projects, Laravel, and WordPress.
 - Optimized websites for mobile responsiveness and performance.
 - Contributed to redesign concepts and UI improvements for client websites.
 - Collaborated with clients to implement content and layout changes.
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Projects

Tour Website / Booking System

- Developed or managed a tour-related website with integrated booking functionality.
 - Implemented and tested APIs for booking and authentication systems.
 - Focused on improving user experience and mobile optimization.
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Education

Bachelor of Information System

ITB STIKOM BALI — 2018

Certifications

- cPanel & WHM Fundamentals
 - Basic Linux Administration
 - Project Management
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Tools & Technologies

cPanel & WHM, Plesk, Git version control, cURL & API integrations, DNS management & troubleshooting, Linux CLI/SSH, JavaScript (basic), React (basic), Laravel (PHP framework), HTML5 & CSS3, Webmail systems (Roundcube, Horde), and general web hosting operations.

Languages

- Indonesian (Native)
 - English (Working Proficiency)
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Additional Information

- Strong client communication and interpersonal skills
- Capable of handling technical issues independently
- Quick learner with a strong troubleshooting mindset

