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SUMMARY

IT Operations & Product Development Specialist with 3+ years of experience running company IT infrastructure and taking internal products from specification to production. Built and launched SinergisHRM, a production HR and payroll platform that handles Indonesian income tax (PPh 21), BPJS contributions, payslips, and employee self service for multiple companies. Designed and deployed a self-hosted WhatsApp customer-service platform that serves several companies from one number on a low-cost Linux VPS, covering architecture, security, documentation, and handover. Manages Linux servers, Google Workspace, and company websites, and leads on-site technical support for events and tenders alongside product, operations, and partner teams.

WORK EXPERIENCE

PT Solusi Makmur Lestari — IT & Product Development Staff, Jakarta

May 2023 – Now

IT Operation & Infrastructure

- Managed company IT infrastructure, including workstations, network connectivity, and system reliability
- Installed, repaired, and maintained hardware and IT assets on a preventive schedule
- Administered Google Workspace, including user accounts, access control, and configuration
- Administered Ubuntu VPS servers with Docker, systemd services, UFW firewall, SSH tunneling, and scheduled backups
- Kept systems ready and available for daily operations and business activities

Web & Digital Management

- Managed and optimized company websites on WordPress and cPanel for performance and uptime
- Executed website migrations, content updates, and company profile changes
- Applied SEO practices to improve search visibility and digital presence

Product Development & UI/UX Support

- Worked with Product Managers and stakeholders across the product lifecycle
- Translated UI/UX designs into implementations that fit system capabilities
- Wrote product requirement documents (PRD), feature specifications, and interactive mockups before development
- Coordinated product documentation and development handoffs

Technical Support (Event & Tender)

- Delivered on-site and remote technical support for high-stakes events, tenders, and operations
- Acted as first-level support for hardware, network, and software issues
- Prepared devices, networks, and systems ahead of critical business operations

Documentation & Process Improvement

- Wrote and maintained technical documentation, SOPs, and user guides
- Standardized troubleshooting steps and system documentation for the IT support process

Key Achievements:

- Built and launched **SinergisHRM**, an HR and payroll platform that calculates PPh 21 and BPJS, emails encrypted payslips, and gives employees self-service access to payslips, tax slips, and leave
- Built and launched a **multi-company WhatsApp service platform** that lets one number serve several companies, each with its own knowledge base and log, on a single 2 GB VPS at a fraction of SaaS cost
- Deployed remote database access for Accurate Desktop 5 through a Windows Server VPS with ZeroTier (secure L3 overlay), giving staff reliable off-site access
- Built AI-based reminders from Google Sheets in n8n with Google API integration, sending scheduled email notifications
- Led Kartu Prakerja programs as PIC, onboarding 3+ training tracks (Telemarketing, IoT, Robotics) and managing 6+ online courses
- Supported multiple events and operations with minimal system downtime, covering AV setup, online platforms, connectivity, and live troubleshooting
- Contributed to cross-functional product development, including the ESG platform

PROJECT EXPERIENCE

Multi-Company WhatsApp Service Platform — Project Owner & Developer

September 2026 – Now

- Designed and built a self-hosted WhatsApp Q&A platform where **one number serves multiple companies** with strict data isolation: each company sees only its own knowledge base and logs
- Enabled non-technical admins to **manage companies and Q&A content directly in Google Sheets**; changes sync every 5 minutes or on demand through a secured WhatsApp admin command
- Architected the webhook pipeline **WuzAPI (Go) → FastAPI (Python) → SQLite → Google Sheets**, with PostgreSQL for session state, containerized with Docker on a 2 vCPU / 2 GB Ubuntu VPS
- Hardened security: **HMAC-SHA256 webhook verification**, no public ports other than SSH, firewall rules scoped to the Docker network, encrypted session storage, and restricted secret files
- Implemented a tiered answer matcher (exact, keyword, then fuzzy matching with RapidFuzz) with a fallback to a human agent and a suggested FAQ menu
- Built a human-like reply flow (read receipt, typing indicator, randomized delay) through a single-worker send queue to keep conversations natural and reduce ban risk
- Delivered **bilingual (ID/EN) onboarding** personalized by WhatsApp name, one-time login per session, 15-minute auto-logout for shared phones, and tap-to-select menus
- Added **admin takeover**: when a CS agent replies with a signature (e.g. "-Admin"), the bot pauses for that chat and resumes afterwards
- Logged each interaction to Google Sheets with WIB timestamp, name, company code, matched answer, and confidence score for reporting and audit
- Set up daily backups (14-day retention) and executed a **full WhatsApp number change and server migration without data loss**
- Wrote **56 automated tests** (pytest) and an ~800-line operations handbook for handover
- Designed the next phase, a **shared-inbox dashboard for 12+ CS agents** (PRD + interactive mockup) on the same infrastructure

SinergisHRM (HR & Payroll Platform) — Product Owner & Developer

May 2026 – Now

- Built and launched a web and desktop HR & payroll platform that lets Indonesian companies run payroll, income tax, and employee records from one system, with data kept separate per company
- Automated monthly payroll with **PPh 21 TER (PMK 168/2023)** income tax, gross-up and net methods, and BPJS Kesehatan & Ketenagakerjaan (national health and employment insurance), replacing spreadsheet work for HR teams
- Generated password-protected payslips and BPA1 annual tax slips (Form 1721-A1) as PDFs, and let HR email them to all staff at once or **schedule the send** for a set date and time
- Launched an Employee Self Service portal where staff download payslips and tax slips, submit or cancel leave requests, and check leave balances without contacting HR
- Added year-end tax reconciliation, contract-expiry email reminders 7 days ahead, and a one-click refresh that updates draft payroll from employee records while keeping overtime, bonus, and THR (holiday allowance) inputs
- Architected the stack with Flask 3 (Python) and React 18 + Vite + Tailwind CSS, shipped as a Windows desktop app (PyInstaller) on SQLite and as a web app on **PostgreSQL 16 in Docker** with gunicorn and Caddy
- Designed role-based access with three admin levels and per-company data isolation, so each admin sees only their own group's employees, payroll, and leave requests
- Hardened security with **two-factor login (TOTP and email OTP)**, PBKDF2-SHA256 password hashing, a 5-rule password policy, AES-256 encrypted PDF attachments, and an audit trail for sensitive actions
- Built a scheduled email queue with atomic job claiming, heartbeat leases, and automatic recovery after a server restart
- Wrote **186 automated tests** covering payroll, access control, leave approval, and email scheduling, with integration tests against PostgreSQL
- Delivered a bilingual (ID/EN) interface with light and dark themes, plus payroll and self-service user guides and deployment runbooks for handover

ESG Management Platform (EMP) — Team Leader

May 2024 – Now

- Defined the business process flows for the platform
- Led a cross-functional team building an ESG platform for sustainability reporting and carbon management
- Managed the project timeline and stakeholder meetings, keeping project goals aligned with company objectives
- Worked with partners Datalabs and Interva on IoT monitoring and integration

Sinergis Rebranding — Web Migration and Adjustment

August 2024 – September 2024

- Migrated the company website through cPanel
- Redesigned the website layout and applied the new company branding
- Managed content updates and marketing materials

Langsung Kerja × Kartu Prakerja — Team Leader

December 2023 – January 2025

- Created training modules for the Prakerja platform
- Worked with Pijar Mahir to link documents to Langsung Kerja modules
- Built and maintained the Langsung Kerja Learning Management System (LMS) for Indonesia Skills Week (ISW), a Kartu Prakerja sub-program
- Kept login, database, and voucher redemption running during the Indonesia Skills Week event
- Created, listed, and updated classes for multiple events

EARLIER EXPERIENCE

PT Asjaya Mukti Graha (Internship) — Web Designer & Administrator

September 2022 – November 2022

- Maintained the company website each week, updating content and UI
- Handled service request emails from the website and tracked weekly traffic

Freelance Project, Jakarta

March 2022 – April 2022

- Ran UX research with design thinking, then produced Crazy 8's sketches, wireframes, mockups, and prototypes
- Tested the design implementation with the client

Laboratory UG Multimedia & Robotika, Bekasi

September 2020 – August 2021

- Taught students multimedia and robotics and organized robotics and programming events
- Troubleshoot computers and minicomputers, designed event posters and banners, and created website UI

Badan SAR Nasional (Internship), Jakarta

January 2016 – May 2016

- Installed and troubleshoot computers and networks, and implemented an office administration system

EDUCATION

Gunadarma University (2017 – 2022)

Bachelor's Degree (S1) in Computer Systems | GPA: 3.00 / 4.00

ORGANIZATION EXPERIENCE

- EVENT "RedDot Livestream" (2022): Camera Operator / Camper
- Laboratory UG Multimedia & Robotika (2020 – 2021): Teaching Staff and Public Relations Division
- Himpunan Mahasiswa Sistem Komputer (2019 – 2020): Deputy Head of Public Relations Department
- Himpunan Mahasiswa Sistem Komputer (2018): Division Member

CORE SKILLS

Technical Skills

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| <ul style="list-style-type: none">• IT Infrastructure Management• Linux Server Administration (Ubuntu, Docker, systemd, UFW)• Google Workspace Administration• Network & Hardware Troubleshooting• IT Asset & Endpoint Management | <ul style="list-style-type: none">• Workflow Automation (n8n)• API Security (HMAC), Backup & Server Migration |
| <ul style="list-style-type: none">• Event & Tender IT Support• Python (FastAPI), SQL (SQLite, PostgreSQL), REST API & Webhooks• WhatsApp API Integration & Google Sheets API | <ul style="list-style-type: none">• Basic SEO/GEO Optimization• AI-Assisted Development (Claude Code)• Indonesian Payroll & Tax Compliance (PPH 21 TER, BPJS, BPA1)• Frontend Development (React 18, Vite, Tailwind CSS)• Python Web Backend (Flask) & Desktop Packaging (PyInstaller)• Application Security (2FA/TOTP, RBAC, Multi-Tenant Data Isolation) |

Core Competencies

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| <ul style="list-style-type: none">• Problem Solving• Leadership & Ownership• Analytical Thinking | <ul style="list-style-type: none">• Adaptability in High-Pressure Environments• Cross-functional Collaboration• Technical Documentation & Handover |
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