

Andrew

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EDUCATION

University of Indonesia, Bachelor of Computer Science
CGPA: 3.94 / 4.00 (Cumlaude)

Aug 2019 - Jan 2023

WORK EXPERIENCE

Backend Software Engineer - Customer Care - Traveloka

Sep 2024 - Now

- Led customer care ticketing archival project, successfully archiving over 750 GB from relational databases into cost-efficient storage while maintaining data accessibility and consistency, avoiding approximately ~\$100k in monthly additional operational costs
- Led the Generative AI adoption within the customer care team, ensuring a strong foundation for both engineering and product team to establish Generative AI powered features
- Designed and implemented the Generative AI service architecture for the customer care team, enabling rapid feature development while ensuring backend system reliability, observability, and monitoring
- Conducted load testing for the Generative AI platform, identifying and resolving concurrency issues to prepare the services for production traffic
- Improved overall system reliability by proactively enabling circuit breakers on critical endpoints, successfully preventing cascading failures across large-scale microservices
- Led the technology modernization on the CRM platform, this transition resulted in better user experience, faster development cycles, and improved code maintainability and scalability
- Led the major feature enablement and improvement initiatives, ensuring scalable and high-quality implementation. Provided technical guidance, resolved blockers, and supported architecture brainstorming for the team
- Actively mentored other team members, helping them grow into Subject Matter Experts by providing support and sharing both foundational and domain knowledge
- Worked closely with product managers to brainstorm project ideas and improvement initiatives, driving high-impact features

Junior Backend Software Engineer - Customer Care - Traveloka

May 2023 - Aug 2024

- Identified and resolved performance bottleneck on the core API of customer care ticketing system, achieving a 10x reduction in API latency and 50% decrease in end-to-end processing time
- Contributed to Traveloka's central backend libraries, unlocking strong FIFO queueing capabilities on Traveloka backend services
- Resolved inconsistent state issues on asynchronous and complex customer care ticketing workflows, reducing the amount of unhandled and hanging ticket down to zero
- Built a robust and strong end-to-end monitoring system for the asynchronous flow in customer care ticketing system, ensuring real-time issue detection and correct flow execution
- Contributed to technology modernization on the backend system including resolving complex library compatibility issues and handling the namespace migration
- Designed and implemented the event-based integration between CRM platform and backend systems, resulting in high data consistency and reliability across platforms
- Wrote and presented technical design documents for each project, including architecture diagrams, data flow, and implementation plans, ensuring understanding across teams
- Assisted customer service agents and operations team to troubleshoot and resolving issues on the internal customer service agent tools

Software Engineer Backend Intern - Customer Experience - PT Tokopedia

Feb 2022 - Aug 2022

- Increased overall API performance and reduced response time over 40% through better architecture
- Strengthened log, monitoring, alerts, and application performance tracing on all layer
- Investigated and write reports regarding issues and emergency alerts triggered on services
- Contributed to code standardization across the tribe and reverse engineering legacy code
- Delivered high-quality and well-tested 1000+ lines of code every week
- Closely monitor services behavior during the midnight load test and chaos test
- Assisted operation team to troubleshoot user problems

- Evaluated over 15 student assignments per week and helped students on lab activities

ORGANIZATIONAL EXPERIENCES

PIC of Web Development - Pesta Rakyat Komputer (PERAK) Fasilkom UI

Dec 2020 - May 2021

- Led a team of 8 people to develop PERAK event website that reached 1000+ page hit per day
- Coordinated website development goals and features with other PICs
- Identified all errors on production website using Sentry.io and mitigated over 90% errors under 24 hours
- Reduced website load time over 50% by optimizing images and script loading dependencies

PIC of Web Development - Open House Fasilkom UI

Jun 2020 - Dec 2020

- Led a team of 4 people to develop Open House event website that had 800+ active users
- Built an automated email pool to send over 5000+ emails per week using Gmail SMTP and Amazon SES
- Successfully automate deployment to server behind proxy using CI/CD pipeline with Gitlab Runner

Staff of IT Development - CS UI Student Executive Board

Jan 2020 - Dec 2020

- Developed backend for blood donors website, doing complex data computational while maintaining efficient SQL queries to database
- Improved User Experience on BEM Fasilkom UI Issue Tracker System by creating more efficient user flow

PROJECTS

- **WebRTC SFU Websocket, 2024** - Built an IVR and fully controllable internet calling system to connect multiple users into a single group call, equipped with queueing system on IVR to enhance user experience while waiting, built using Go, WebRTC, Websocket.
- **TixEvent, 2023** - Built an event ticket selling platform that provides services for ticket selling with automated payment check, e-ticket generator, and on-site ticket scanning platform, built using Go, Preact, PostgreSQL, AWS S3, AWS SES, Redis.
- **PeduliLindungi Lite, 2021** - Web-based PeduliLindungi interface integrated with official PeduliLindungi API for easier access without needs to install application, reducing memory size and added features for better user experience, built using Preact, QRScanner, Nginx proxy.
- **SatuMutasi, 2020** - Built an integrated dashboard that collects transaction history from different banks in Indonesia, provides API interfaces for easier integration with other systems, implemented using Django, cron jobs, LXML, and multiple algorithms for securing passwords.

SKILLS

Languages: Go, Python, Java, JavaScript, Apex, SQL, SOQL, PHP

Tools: ReactJS, NodeJS Redux, Preact, Django, Laravel, Spring, PostgreSQL, MySQL, Redis, NSQ, Git, AWS SES, AWS SQS, AWS SNS, AWS RDS, AWS DynamoDB, AWS DocumentDB, AWS Opensearch, AWS Lambda, AWS EC2, AWS ECS, AWS Eventbridge, AWS Cloudwatch, AWS S3, AWS Cloudfront, AWS API Gateway, AWS WAF, AWS VPC, AWS Route53, AWS ALB, AWS NLB, Google BigQuery, Github Actions, Docker, Salesforce, LWC, Datadog, New Relic, Terraform, Langfuse

Certifications: NSE 1, NSE 2, NSE 3 Fortinet Network Security Associate

Comprehensions: Software Engineering, Data Structures, Web Development, System Engineering, Network Routing, Network Security, Databases, UI Design, UX Design