

# Rizaldy Putra

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IT Engineer Specialist with 5+ years of experience in online works including web development, branding, finance banking, and security enhancements and strategy across many platform and entertainment industries. SEO & SEM | Web3 Industry | Web Development Specialist. API and Middleware Integration Developer. Crypto Enthusiast

## EXPERIENCE

### Technical Support Engineer

Jun 2022 - Present

Chainstack Pte. Ltd., Blockchain Infrastructure Company, Singapore

Responsibilities :

- Help customers by managing and resolving their inquiries through support channels.
- Blockchain related tech stack problem solving.
- Doing thorough in debugging and documenting issues for other teams
- Working with public cloud providers (Google Cloud, Amazon Web Services, Microsoft Azure) and managing virtual environments
- Analyzing metrics from monitoring solutions to understanding technical problems, using monitoring tools (Grafana, Prometheus, or InfluxDB)
- Support other business units with customer liaison, accurately document customer requests and advices, and provide feedback in the form of documentation.
- Handle customer complaints, any special cases or ad hoc tasks.

### Assistant Manager, Software Engineer

Sep 2020 – June 2022

PT. Bank Mandiri Tbk. (Persero), Financial Banking Institution, Jakarta

Working with :

- SOA, API & Integration Development
- WebMethod SoftwareAG Software
- Jenkins & Automation on server
- Security Enhancement & Configuration

Responsibility :

- Develop API integration micro services in accordance with technical business requirements
- Perform analysis and support troubleshooting on Integration Issues in the Production environment
- Doing documentation of the API development that is being done
- Coordinate and collaborate with other departments and surrounding in the implementation of a project
- Create Unit/API testing for each API Development project
- Conduct research on new technologies to be implemented in the development process
- Carry out development according to company IT standards
- Maintain quality and performance throughout the development process
- Conduct proactive research to analyze security weaknesses and recommend appropriate strategies
- Liaise with vendors to implement project needs and security solutions.
- Train new employee in Development Team related to web and information security to be implemented in the project scope.

## **IT Officer Development Program**

Sep 2019 - Sep 2020

PT. Bank Mandiri Tbk. (Persero), Financial Banking Institution, Jakarta

- Trainee program in IT and Digital as well as Banking that help develop knowledge and skills to become an effective part of Software Engineering and Banking Industries Teams.
- Learn and trained about IT in Banking Industries
- Designing, deploying and operating IT Integration and applications using software and engineering skills
- Learn and trained for using SoftwareAG Webmethods to solve problems and building the micro services development and Integration process

## **IT Technical and Customer Support**

Jan 2018 - Jul 2018

Jagoan Hosting Indonesia, Internet Hosting Company, Yogyakarta

- Performing backups on a running system.
- Diagnose software problems. If there is critical error in system, coordinated with the supervisor to escalate
- Network and System Configuration and Monitoring.
- Installation of Operating System / Software, based on Windows and Linux.
- Make Documentation of all activities carried out.
- Active discussion within the team to solve existing problems.
- Answer incoming support ticket, and online chat requests as well as comfortable in face to face interaction.
- Assist customer to solve their issues
- Provide clear information to customer's query and maintain a friendly environment, and also can address customer's complaint gracefully.

## **Software Developer**

Jun 2017 - Oct 2017

PT. Mandiri Tunas Finance, Financial Banking Institution, Jakarta

Automating Employee Management Information System through information system built in Windows Server by creating Web Apps using ASP.NET technologies.

## **Web Developer**

Sep 2016 - Dec 2016

PT. Sejahtera Buana Trade (Suzuki), Auto Trade Institution, Surabaya

Suzuki Sejahtera Buana Trada Diponegoro Surabaya is one of the most popular Suzuki dealers in Surabaya. I am working by designing and providing solution for digital marketing purposes by creating creative website and optimizing ads usage to gain more leads.

## **EDUCATION**

### **Bachelor of Science, Informatics Engineering**

Aug 2015 - Aug 2019

*Institute Technology of Sepuluh Nopember (ITS), Surabaya, Indonesia*

Honor : Cum Laude with GPA 3.64/4.00

## **SKILLS & LANGUAGES**

Web & Software Programming, SEO & SEM, Information Security, Networking and Security, SOA, API & Integration Development, WebMethod SoftwareAG.

Project & Team Managements, Product Manager, Agile Implementations.

Indonesian, English, Japanese.