

AHMAD SYAMSUL ARIFIN

Senior Full-Stack Engineer

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SUMMARY

Senior Full-Stack Engineer with ~7 years of experience building and deploying web applications, mobile apps, SaaS platforms, backend services, and enterprise systems across startup, software house, and enterprise environments. Experienced in taking products from architecture and development through production deployment and ongoing maintenance, with a strong focus on scalable backend systems and full-stack development. Core expertise includes Java Spring Boot, Laravel, NestJS, Node.js, Vue.js, React.js, and React Native. Most recently developed backend microservices for Telkomsel's omnichannel chatbot platform, supporting millions of users across 6 digital channels. Previously co-founded a software house and led the technical development of 10+ production applications across sports booking, education, finance, e-commerce, and enterprise systems.

EXPERIENCE

Senior Full Stack Developer

November 2024 – Present

PT. Dans Multi Pro (Client: Telkomsel) - Jakarta, Indonesia

Developed and maintained high-scale enterprise applications within the **Telkomsel ecosystem**, ensuring robust system stability and multi-channel performance.

1. Veronika (Telkomsel Omnichannel Chatbot)

- Architected backend integration services and microservices using **Spring Boot**, **JPA**, **Python**, and **Kubernetes (AWS EKS)** to integrate **6 digital channels** – WhatsApp, Instagram, Facebook, Telegram, Web, and MyTelkomsel App – into a unified chatbot platform serving **millions of users**.
- Implemented **Kafka**, **Redis**, **gRPC**, and **SSE** for event-driven processing, service-to-service communication, caching, and real-time web interactions, enabling the platform to handle **thousands of chatbot sessions per hour**.
- Integrated **AI-driven services** in collaboration with the dedicated AI team, connecting AI models with backend services and automating data flows across all **6 digital channels**.
- Developed **frontend components** using **React** and **TypeScript**, providing consistent chatbot interactions across multiple digital channels and supporting the overall omnichannel experience.

2. AntreAja (Queue Management System)

- Maintained **Golang-based microservices** handling the full digital queue flow – from **queue creation and assignment** to **status updates** – used across **500+ GraPARI outlets nationwide** and processing **thousands of queues per day**.
- Supported **high-volume queue processing** using **Kafka** for event-driven communication between services, reliably handling **thousands of queue events per day** across distributed systems.
- Developed **new features and system enhancements** for the digital queue platform, improving functionality and supporting the operational needs of GraPARI outlets nationwide.
- Worked across **both backend and frontend** to deliver and maintain features, using **Golang**, **REST APIs**, **MySQL**, **Redis**, and modern web technologies to support the end-to-end queue experience.
- Monitored and troubleshooted production services using **Splunk logs and monitoring tools**, investigating issues and delivering fixes to maintain reliable daily operations across **500+ outlets**.

3. DSC (Digital Smart Care - GraPARI Telkomsel)

- **Maintained and enhanced cashier reporting features** covering transaction reports, cashier reports, and daily/monthly financial reports, used by **thousands of internal customer service agents** for day-to-day operations.
- **Enhanced reporting interfaces** using **React and TypeScript**, including searchable data tables and report generation features, making it easier for agents to find and review financial data.
- **Built and maintained reporting APIs** using **Node.js (Express) and NestJS**, supporting data retrieval and report processing between the frontend and backend services.
- **Implemented serverless report generation** using **AWS Lambda**, including Excel exports and report processing, with **Amazon S3** used to temporarily store generated PDF reports before download.
- **Monitored and troubleshot production issues** across the reporting stack from **React frontend to backend services and AWS**, while delivering ongoing enhancements to maintain reliable and accurate financial reporting.

Senior Programming Analyst

April 2023 – October 2024

Wistkey Technologies Limited – Hong Kong SAR (Remote)

- **Contributed to 4 client projects** across small, medium, and large-scale engagements, taking responsibility across the full development lifecycle from development and architecture to production deployment.
- **Built 2 projects from zero to production as a full-stack developer**, designing the application structure, developing features, managing the database, and deploying the applications to **VPS environments**.
- **Designed and optimized MySQL database structures** for new projects, focusing on proper relationships and efficient queries to keep applications maintainable and performant as features grew.
- **Continued development on existing applications** across web and mobile projects, using **Laravel, Vue.js, React.js, and React Native** to deliver new features and maintain existing functionality.
- **Established clean and consistent coding practices** across full-stack projects, while working with senior developers through code reviews on larger projects to improve code quality and maintainability.

Co-Founder & Full Stack Engineer

October 2019 – April 2023

CV Dafidea Technocraft – Jember, Indonesia

- **Co-founded a software house and led the technical development of 10+ production applications** across multiple industries, including healthcare marketplace, sports venue booking, university admissions, financial planning, procurement, e-commerce, and utility billing.
- **Designed the architecture and initial project boilerplates** for most applications using **Laravel, Inertia.js, Vue.js, and NestJS**, giving development teams a clear foundation to continue building and maintain consistent code quality across projects.
- **Led small development teams of 1-2 engineers per project**, reviewing code, making technical decisions, and managing multiple projects when needed to keep development on track and maintain production quality.
- **Automated application deployments** using **GitLab CI/CD** to internal VPS environments, reducing manual deployment work and providing a consistent deployment process across most company projects.
- **Worked directly with clients and business stakeholders** to turn requirements into technical designs, estimate project effort and pricing, and support delivery from development through production maintenance, helping the company build long-term relationships with institutional and enterprise clients.

Backend Engineer (Intern)

February 2019 – May 2019

PT Iteamatik Pramitha Nusantara – Yogyakarta, Indonesia

- **Built a responsive company profile website** independently during a 3-month internship, using **Slim Framework (PHP)** for the backend and **jQuery, JavaScript, and Bootstrap** for the frontend across desktop and mobile devices.
- **Designed and developed 12+ RESTful API endpoints** to connect the website frontend with backend services, supporting the company's profile and content data.
- **Designed the MySQL database structure** and implemented CRUD operations to store and manage company

profile data, with the database design reviewed by the project supervisor.

- **Developed the frontend and backend end-to-end**, working independently from database design and API development to the final responsive web interface.
- **Demonstrated the completed application to the supervisor for review**, with the final application prepared for production deployment by the supervisor.

EDUCATION

July 2015 - October 2019

Information Technology

Politeknik Negeri Jember - Jember, Indonesia

Bachelor of Applied Science (D4)

February 2018 - June 2018

Computer Science

경북대학교 Kyungpook National University - Daegu, South Korea

Exchange Student

SKILLS

Technical Skills:

- **Backend Development:** NestJS, Node.js, Java Spring Boot, JPA, Golang, Python, Laravel, CodeIgniter, JUnit
- **Frontend Development:** Vue.js, React.js, Next.js, TypeScript, Tailwind CSS, Bootstrap, Material UI
- **Mobile Development:** React Native, Flutter, Java, Kotlin
- **Architecture & APIs:** Microservices, REST API, gRPC, GraphQL
- **Database:** MySQL, PostgreSQL, SQL Server, Query Optimization, Stored Procedures
- **Messaging & Real-time:** Kafka, Redis, SSE (Server-Sent Events)
- **Cloud & DevOps:** AWS (Lambda, EC2, S3, EKS), GitLab CI/CD, Docker, VPS
- **Version Control:** Git, GitLab, GitHub, Bitbucket
- **AI-Assisted Development:** Claude Code, Codex

Soft Skills:

- **Team Leadership & Mentoring:** Cross-functional Team Management, Peer Mentoring, Code Review
- **Cross-functional Collaboration:** Stakeholder Alignment, AI Team Integration, Business-to-Technical Translation
- **Stakeholder Communication:** Requirement Gathering, Non-technical Client Communication
- **Clean Code Advocacy:** Coding Standards Enforcement, Maintainability Guidelines, Team Onboarding Support

ACHIEVEMENTS

- **Mentor, Google Developer Kejar Program – Politeknik Negeri Jember (2018).** Delivered technical guidance and mentorship to students in adopting modern software development practices and technologies.
- **3rd Place Winner, Robotino Indonesia Competition – East Java Elimination Round (2017).** Co-developed and programmed an autonomous robot, securing top-three recognition for technical design and execution.
- **Competitor, Kamadjaja Logistics National Hackathon (2018).** Collaborated in a cross-functional engineering team to build innovative software solutions for logistics and supply chain challenges.
- **Competitor, Firebase Hackathon (2017).** Designed and developed a rapid prototype application leveraging Firebase's real-time database and cloud infrastructure.

CERTIFICATIONS AND LICENCES

[Introduction to Cybersecurity](#) (2025) - Cisco
[Belajar Dasar-Dasar DevOps](#) (2024) - Dicoding Indonesia
[Belajar Jaringan Komputer untuk Pemula](#) (2024) - Dicoding Indonesia
[Menjadi Linux System Administrator](#) (2024) - Dicoding Indonesia
[Belajar Implementasi CI/CD](#) (2024) - Dicoding Indonesia
[Belajar Membangun Arsitektur Microservices](#) (2024) - Dicoding Indonesia
[Belajar Dasar Visualisasi Data](#) (2024) - Dicoding Indonesia
[Memulai Pemrograman dengan Python](#) (2024) - Dicoding Indonesia
[Belajar Machine Learning untuk Pemula](#) (2024) - Dicoding Indonesia
[Belajar Pengembangan Machine Learning](#) (2024) - Dicoding Indonesia
[Cloud Practitioner Essentials \(Belajar Dasar AWS Cloud\)](#) (2024) - Dicoding Indonesia
[Kotlin Android Developer Expert](#) (2018) - Dicoding Indonesia