FAHMI EFENDY

NORTH JAKARTA, DKI JAKARTA

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Work Experience

IT Operations (L2 Application Support) - Full Time
PT Phincon (Phintraco Consulting)

April 2025 - July 2025
Onsite - Jakarta, Indonesia

- Monitored system health and application performance using Grafana and Splunk at scheduled intervals for various enterprise-level applications
- Investigated and resolved customer issues by accessing and analyzing customer databases and application logs via Splunk
- Collaborated cross-functionally with internal teams, external vendors, and client stakeholders to troubleshoot and resolve technical issues, ensuring alignment with business needs
- Managed and prioritized support tickets, ensuring timely resolution in accordance with Service Level Agreements (SLA) and escalating where necessary
- Maintained clear and effective communication with internal stakeholders and external partners to support smooth operations, project delivery, and system maintenance
- Contributed to system stability and incident management processes, proactively identifying and addressing recurring issues to minimize downtime

Fullstack Developer MyTelkomsel (DPP, MyTelkomsel API, MyTelkomsel Web) - Full Time
PT Phincon (Phintraco Consulting)

March 2024 - April 2025
Onsite - Jakarta, Indonesia

- Developed features based on Jira tasks, guiding them through various stages from development to production
- Maintained comprehensive documentation for code and APIs to ensure clarity and ease of future development
- Actively participated in agile practices, including Daily Stand-ups (DSM), retrospective, and sprint planning sessions
- Ensured software quality by collaborating closely with the Quality Assurance team and providing support
- Managed the codebase using Git for version control, conducting code reviews to ensure high-quality standards and facilitate seamless collaboration

Front End Developer - Part Time
PT Systeric - Software Development Agency

October 2024 - May 2025
Remote - Bali, Indonesia

- Developed responsive and scalable web interfaces using TypeScript, React, and Refine, within VS Code, and managed version control with Git and GitHub
- Participated in daily stand-up meetings, provided updates on completed work, current tasks, and any blockers, and contributed to weekly progress reviews
- Delivered features and improvements based on a structured 2-week sprint cycle, worked from sprint documentation and backlog items
- Collaborated closely with the Frontend Lead, Backend Developers, QA Engineers, and Product Owner (PO) to ensure smooth and efficient delivery of features
- Addressed and resolved bugs reported from staging and production environments, maintained a high standard of code quality and reliability

Full Stack Developer - Trainee
PT Phincon (Phintraco Consulting)

January 2024 - March 2024
Onsite - Jakarta, Indonesia

- Learned and applied basic concepts in React.js, Node.js, Express.js, MySQL and Redis
- Created responsive and smooth user interfaces, with a focus on usability and performing unit tests to ensure code quality
- Collaborated effectively in both individual and team-based development environments throughout the project life cycle

Front End Developer - Internship
PT Systeric - Software Development Agency

May 2022 - February 2023
Remote - Bali, Indonesia

- Collaborated closely with the development team to design and implement user interfaces, ensuring a seamless and responsive user experience
- Integrated various libraries, including Redux, to streamline the development process and improve state management
- Exercised strong time management skills to meet project deadlines while maintaining code quality and efficiency

Education

Bina Nusantara University
Computer Science (GPA 3.56/4.00)

Sep 2019 - Jul 2023
Bandung, Indonesia

Focused on software engineering, IoT, AI, embedded systems, with strong foundation in algorithms, programming, and system development principles

Skills

Programming Language: HTML, CSS, JavaScript, TypeScript, and MySQL

Soft Skills: Time Management, Problem Solving, Communication Skills, Teamwork, Strong Analytical and Critical Thinking

Tools Frameworks: AWS, Express.js, Git, Jenkins, Jest, Material UI, Mongoose, MongoDB, Next.js, Node.js, Postman API, React.js, React Redux, SCSS, Sequelize, Splunk, and VSCode

Languages: Indonesian and English