



**Muhammad
Fadlan Hafiz**
Software Engineer

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📍 Jakarta, Indonesia

SUMMARY

IT Specialist and Software Engineer with 3+ years of experience in IT Support, Software Development, and DevOps. Skilled in optimizing IT infrastructure, implementing secure and scalable systems, and automating workflows to improve efficiency. Experienced with cloud platforms, containerization (Docker, Kubernetes), CI/CD pipelines, and enterprise-wide IT operations. Proven track record in developing mobile applications, integrating third-party APIs, and enhancing system reliability. Strong problem-solving skills with the ability to collaborate effectively across technical and non-technical teams, delivering solutions that align with business goals.

EXPERIENCE

Internal IT

08/2025 - Present

Atreus Global ↗

- Successfully managed the entire IT department, ensuring smooth day-to-day operations and minimizing downtime.
- Provided end-to-end support for hardware, software, and internal applications, achieving 98% employee satisfaction rate.
- Developed and deployed a dashboard monitoring system for the IT On Demand recruitment process, enabling real-time tracking of candidate pipelines and recruiter performance.
- Streamlined IT asset management and documentation process, improving tracking efficiency by 40%.

Software Engineer

08/2024 - 08/2025

PT Rupa Aesthetika Teknologi Aktual ↗

- Developed and optimized IT Infrastructure to support operational efficiency, improving system uptime by 45% for Two Sites
- Implemented and maintained secure network solutions, reducing potential vulnerabilities and ensuring compliance with data protection standards.
- Streamlined technical support processes, resulting in faster resolution times and improved employee satisfaction by 55%.
- Collaborated with cross-functional teams such a Software Team to develop and deploy technology-driven solutions that enhanced productivity at Dental Clinic by 30%.
- Led system & infrastucture migration projects, including hardware and software upgrades, delivering projects on time and within budget.

DevOps Engineer

10/2023 - 08/2024

PT Wahana Datarindo Sempurna ↗

- Automated deployment pipelines by developing scripts using Ansible and Jenkins, reducing deployment time by 15%.
- Designed and implemented scalable cloud infrastructure on AWS with containerization technologies such as Kubernetes and Docker, ensuring high availability and resilience.
- Built and deployed a Warehouse Management System (WMS) for In&Out products, enhancing inventory accuracy and operational efficiency by 65%.
- Collaborated with development and operations teams to streamline CI/CD workflows, minimizing errors and improving delivery cycles.
- Monitored and optimized system performance, achieving a 25% reduction in downtime and improved user satisfaction.

IT Support Internship

07/2023 - 10/2023

Ultra Voucher ↗

- Configured and managed office networks to meet operational needs, improving connectivity and reliability.
- Installed and set up software and hardware for office use, streamlining onboarding processes and enhancing employee productivity.

- Provided technical support for Delivery Order systems, ensuring smooth operations by integrating automation solutions.
- Collaborated with the Developer Team to design and implement automation systems for voucher network sales, increasing efficiency and reducing errors by 40-60%.

EDUCATION

Information Systems07/2023 - Present

Binus University Online Learning - Bachelor Degree of Information Systems

- Studied strategies to grow businesses in the technology field by leveraging innovative solutions.
- Gained expertise in data management and big data analytics for developing scalable applications.
- Learned methodologies for system development, including planning, designing, and implementing applications.
- Developed problem-solving skills through case studies and projects involving real-world business challenges.
- Enhanced knowledge in IT governance, business process modeling, and enterprise resource planning (ERP) systems.

Multimedia06/2020 - 05/2023

SMK Multimedia Sumbangsih - High School Fresh Graduate

- Developing applications for competitions
- Learn computer network for local access
- Network topology design using Cisco Packet Tracer
- Learn the basics of Mikrotik

CERTIFICATES

Finalis UI/UX Design Competition09/2022 - Present

Internship Certification06/2022 - Present

SKILLS

Risk Management	PHP
Project Scheduling	Python
Project Planning	Javascript
Node.js	Docker
TypeScript	Jenkins
React.js	MySQL
CSS3	Linux
HTML5	

LANGUAGES

Bahasa Indonesia	Native	English	Intermediate
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