

Muhammad Rizal Fatkhurrohman

Aspiring Fullstack & DevOps Engineer

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Summary

Career-switching IT professional with 3+ years of experience in infrastructure support and network security, now training full-time to become a Fullstack/DevOps Engineer. Successfully maintained 95%+ SLA compliance while supporting 150+ internal users and 10+ external clients across nationwide projects like BPJS Kesehatan and Bank BTN. Currently enrolled in a 6-month intensive Software Engineering Bootcamp at RevoU, building and deploying backend-integrated web apps using Go, PostgreSQL, Redis, Docker, and CI/CD pipelines. Known for fast learning, high ownership, and technical accuracy. Ready to contribute to remote-first engineering teams worldwide.

Skills

JavaScript • Node.js • HTML/CSS • Github/git • Docker • AWS • PostgreSQL • Go

Work Experience

Software Engineer Bootcamp Trainee

Jun 2025 – present

[Revo U](#) • Internship

Remote

Technologies: JavaScript • TypeScript • Next.js • NestJS • HTML/CSS

- Fully committed to career switch from IT support to software engineering through a 6-month intensive, full-time bootcamp (40+ hrs/week).
- Built and deployed 2+ responsive web apps with full **frontend-backend integration** using modern tools and clean code practices.
- Developed and tested RESTful APIs using **Go (Golang)** and **Express.js**, connected to **PostgreSQL** and **Redis** databases.
- Integrated **authentication**, CRUD features, file upload (Cloudinary), and middleware with **Clean Architecture** principles.
- Used **Git**, **GitHub**, **Postman**, **Docker**, **Railway**, and **GitHub Actions** to manage CI/CD pipelines and deployments.
- Collaborated with a remote team using **Slack**, **GitHub Projects**, and **Trello** to manage tasks in Agile sprints.
- Practiced unit testing, code reviews, and end-to-end documentation to simulate professional engineering workflows.
- Actively learning and building to become a **remote-ready Fullstack or DevOps Engineer**.

Managed Service Security Engineer

Nov 2023 – Jun 2025 • 1 yr 7 mos

PT Sinergy Informasi Pratama • Full-time

Jakarta, Indonesia

Technologies: Palo alto prisma access • VPN • Dnsfilter • AWS • Firewalls

- Configured and maintained **Prisma Access (Palo Alto)** for BPJS Kesehatan, securing access for over **5,000+ users** across Indonesia.
- Managed **user access policies**, DNS filtering, and IP whitelisting to meet strict compliance and security standards.
- Monitored logs and resolved **15+ critical service issues**, ensuring service downtime never exceeded **24 hours**.
- Maintained **95%+ SLA compliance** for both response and resolution time across all tickets and escalations.
- Opened and coordinated **TAC cases** with Palo Alto and other vendors, accelerating issue resolution by 30%.
- Delivered daily and monthly operational reports covering log analytics, configuration changes, and access summaries.
- Collaborated with internal and client teams to implement secure configurations and optimize network performance.
- Strengthened cloud-based security operations experience, now applying that expertise to backend system reliability and DevOps practices.

IT Help Desk Support

Apr 2022 – Oct 2023 • 1 yr 6 mos

PT Sinergy Informasi Pratama • Full-time

Jakarta, Indonesia

Technologies: Cisco • Ruckus • Windows Server • It ticket system • Google workspace automation

- Provided **L1 and L2 technical support** for over **150+ internal users**, resolving **200+ monthly tickets** related to servers, network access, and endpoint issues.
- Delivered **L1 support to 10+ external clients**, including key projects with **Bank BTN, Bank BJB, and BPJS Kesehatan**, ensuring smooth operations and fast issue resolution.
- Maintained **SLA compliance above 95%** for both internal and external support cases, with consistently fast response and resolution times.
- Handled day-to-day troubleshooting for **Cisco routers/switches, Ruckus WLCs, Fortinet firewalls, and Windows Server** environments.
- Diagnosed issues in **LAN/WLAN, IP configurations, user access, and device connectivity**, both remotely and onsite.
- Participated in **on-call shift rotations**, ensuring 24/7 infrastructure support and minimizing downtime for business-critical systems.
- Authored internal SOPs and documentation to accelerate recurring issue resolution and onboard new support team members.
- Worked closely with cybersecurity and infrastructure teams to maintain compliance and secure system configurations.
- Built a strong technical foundation in system operations and troubleshooting . Experience now fueling a successful transition into software engineering.

Projects

Portfolio Website

May 2025 – May 2025 •

Technologies: WordPress • HTML/CSS • Cloudflare • Elementor Page Builder • Git

- Designed and deployed a personal portfolio site to showcase experience, skills, and future tech projects
- Built using **WordPress** with custom themes, SEO plugins, and performance optimizations
- Hosted on **Cloudflare Pages** with a custom domain for fast, global access
- Serves as a centralized profile for recruiters and employers that will be expanded with future fullstack and backend development projects built with **Golang, PostgreSQL, Docker**, and other tools

Education

Bachelor's degree: Computer Science

Aug 2023 – Aug 2027 • 4 yrs

Binus University

Indonesia

- Completed coursework in **Programming Logic, Object-Oriented Programming, Data Structures & Algorithms, Software Engineering**, and **Computer Networks**
- Studied non-technical courses such as **Leadership & Professional Development** and **Business Communication** to strengthen cross-functional collaboration and remote team readiness
- Actively applying academic knowledge in real-world software projects and bootcamp training outside of formal classes
- Maintained GPA above **3.5** while balancing college, bootcamp, and independent learning

Certifications & Awards

Fortinet NSE Level 1, 2, 3 – Certified Associate - Fortinet	May 2022
Palo Alto PSE: Foundation & SASE Associate - Palo Alto Networks	Jul 2023
RUCKUS ICX Implementer - Ruckus	Jun 2022
Cisco Meraki Certified (CMNA) - Cisco Meraki	Aug 2022

Languages

- English** (Professional working proficiency)
- Indonesian** (Native or bilingual proficiency)