

WILLIAM ONG

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WORK EXPERIENCE

Software Engineer (Mid Level) at Gojek (Allocation Platform)

Sept 2023 - present

Gojek is the one of **leading ride hailing (transportation) apps** in Indonesia.

Jakarta, Indonesia

- Simplified the onboarding of new business requirements by maintaining tree-based rule engines evaluated using CEL (Go), directly impacting supply strategy selection and filtering. This innovation reduced the supply rules updates from 1-2 weeks (through code deployment) to just 1-2 days, reducing MTTP by around 85%
- Implemented an active server-side cache in the configuration service, reducing P99 latency for fetching configurations by approximately 70%, from 75ms to 15ms, for a service handling an average of 1,000++ RPS .
- Scaled driver availability service by 10x by migrating from Redis to an in-memory RTree-based solution, reducing P95 latencies from 100ms to under 10ms and cutting infrastructure costs by nearly 50%. Each pod now maintains its own copy of data, eliminating Redis bottlenecks and significantly improving performance during peak demand.
- Led Kubernetes cluster upgrade from 1.26 to 1.29, implementing cluster migration and traffic switch for zero downtime to ensure seamless service continuity.

Junior Software Engineer at Shopee (Payment Processing)

Aug 2022 - Sept 2023

Shopee is the **biggest e-commerce apps** in Indonesia.

Jakarta, Indonesia

- Automating reconciliation for payment transactions, achieving a significant reduction in reconciliation time from a full day to a maximum of 15 minutes (per batch) with on average 2.5 million to 3 million transactions per reconciliation batch.
- Revamped the payment callback system to merchant partners by transitioning from a scheduler (running every 200ms) to a Kafka-based message queue solution, eliminated current system single point of failure and increased the system's capacity to handle up to 200 payment callbacks per second
- Introduced shadow traffic (for dry run) and gradual rollout strategies to support the migration of a legacy codebase in Java, reducing potential financial risks during the legacy payment system migration.

EDUCATION

Bachelor of Computer Science, Bandung Institute of Technology (ITB)

2018 - 2022

Graduated with **3.95/4.0 GPA** ([transcript](#)). One of the highest in the entire class of 2022 graduate.

Relevant Coursework: Algorithm and Data Structure, Object Oriented Programming, Software Engineering, Web based Application Development, Computer Networks, Database Management, Parallel and Distributed Systems.

AWARDS & LEADERSHIP

Value Star Awardee (2023). Received award for exemplifying company values "We Commit", showing great ownership for the work given as an engineer ([certificate](#))

Head of Data Competition Events (2021). Act as the head division on Datavidia, one of the data science competitions held by ITB during Arkavidia. ([certificate](#)), ([event reference](#))

3rd place on Gemastik (2019). Build a deep learning model to separate different types of waste based on how they were processed using their image with Convolution Neural Network (CNN) on National-level Competition. ([certificate](#))

SIDE PROJECTS

Mini Marketplace · Go, Redis, MySQL, Docker, K6 · Developed a simplified marketplace API in Go with user auth, product browsing/search with Redis caching, and review features for 50+ millions products and 2000 (virtual) active users, achieving 300ms response times on 3000RPS, tested with K6.

snorlax.nvim · Lua · Built a customizable, minimal-maintenance Neovim IDE setup for streamlined configuration management as a hobby project. Interested ? See more on [GitHub](#).

SKILLS

Programming Language Tech Stack

Go, Python, Java, Lua, Javascript (Typescript)
Kubernetes, Terraform, Kong Gateway, GCP (Cloud), Prometheus, Grafana,
Kibana, RabbitMQ, Kafka, NSQ, Redis, MySQL, PostgreSQL, Elastic Search