

Work Experience

Software Engineer

[Radya Digital](#)

Nov 2022 – Nov 2023

Bandung, Indonesia

- Developed and optimized a spare parts e-commerce platform (Tokoparts), improving UI/UX design and **reducing load time**, leading to a better user experience and increased engagement.
- Assisted the Mitsubishi customer service team in **improving the communication process** with customers by creating a queuing system for customer service agents.
- Continue to maintain several chatbots from various companies, ensuring that features and customer interactions with chatbots **run smoothly** on a daily basis.

Keywords: PHP, Laravel, Javascript, Typescript, C#, .NET

Internship

[Radya Digital](#)

Aug 2021 – Nov 2022

Bandung, Indonesia

- Developed a curriculum management system for Binus, **enhancing efficiency** and streamlining the curriculum management process, resulting in improved organization and accessibility.
- Assisted the Frisian Flag Malaysia customer service team to **improve the communication process** with customers for general inquiries and to receive and update the status of complaints regarding products from customers by creating a WhatsApp-based chatbot.
- Assisted the Mitsubishi sales team in **sending promotional campaign messages periodically to thousands of customers** and ensuring the message delivery process runs smoothly.
- Helped to **improve the user experience** of Mitsubishi chatbot by revamping the interface of chatbot interactions on the WhatsApp channel from text-based to button-based.
- Maintained Mitsubishi chatbot to ensure existing features such as service booking, product information and assistance and payment simulations **run smoothly**.
- Created and maintained chatbots for big multinational and Indonesian companies (Frisian Flag Malaysia, Mitsubishi, Orbit), **enhancing communication efficiency** and customer engagement across diverse sectors. These chatbots collectively served thousands of users, facilitating seamless interactions and driving positive user experiences.

Keywords: Javascript, C#, .NET

Education and Certifications

- **Bachelor of Technology**, Universitas Komputer Indonesia.

2025

Technologies and Programming Languages

- Languages: PHP, Javascript, Typescript, C#, Kotlin.
- Technologies: React, Laravel, Blade, .NET, REST API, PostgreSQL.
- Other: Data structures and algorithms, CI/CD.

Projects & Achievements

• Auctioneer

- Created a web application to maintain company and project data and to generate project tender letters.
- My role in the project is a fullstack developer.
- Tech stack used is Laravel as backend and React as frontend.

• eBAST

- Created a web application to maintain project data and to generate handover reports / certificates of completion.
- My role in the project is a fullstack developer.
- Tech stack used is Laravel as backend and Blade as frontend.