

Fachry Dennis Herald

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Software engineer experienced in integrating diverse microservices into unified solutions. Adaptive to new tech, focused on building reliable, failure-tolerant systems, and dedicated to clear documentation and knowledge sharing

Work Experience

CSG International

Jakarta

Software Developer Engineer I

January 2025 – Present

CSG is a global provider of customer experience, billing, and payment solutions for the telecom industry.

- Contributed to development that earned company **TMForum DTW 2025 award** by architecting innovative engine for **intent-driven network API transformations** as MVP of Catalyst project in **collaboration with Ericsson**, demonstrating cutting-edge telecom automation capabilities.
- Achieved **zero transaction failures** by implementing comprehensive end-to-end recovery mechanism with **idempotency features, process engine auto-retry, and enhanced internal error handling**, ensuring **100% transaction reliability and recovery** for critical business operations.
- Delivered **ready-to-go product solutions** by improving **50 customized XML product specifications**, refining core business processes, and modernizing Java microservices, **enhancing client configuration efficiency**.

Paper.id

Jakarta

Software Engineer

November 2023 – December 2024

Paper.id is a platform providing invoicing, payment, and financing solutions for businesses.

- Accelerated **message template creation from hours to under a minute** by integrating third-party SMS and WhatsApp broadcast messaging services with **concurrent Goroutines processing**, enabling scalable communication capabilities for business operations.
- Architected **unified payment engine** by developing generalized solution that handles **diverse bank behaviors and merchant-specific requirements**, enabling seamless multi-party integrations while **maintaining system consistency across multiple financial partnerships**.
- Achieved **99% transaction success rate** by implementing functionality for QRIS payment, direct transfers, virtual accounts, and cross-border remittances compliant with **Indonesia's Central Bank standards**, contributing to Total Payment Volume (TPV) by **4 billion IDR** in a month.
- Enhanced **system robustness** by implementing **dynamic table partitioning and automated transaction reconciliation** with RabbitMQ scheduling and asynchronous transaction callbacks, **increasing query performance by 20%** and **enable instant execution of reconciliation report generation**.

Suitmedia

Bandung

Software Engineer Intern

May 2023 – September 2023

Suitmedia is a digital agency specializing in technology and marketing, providing solutions and strategic partnerships.

- Delivered **comprehensive CMS solution** by designing and implementing **35 dynamic menus and 50 API endpoints** using Laravel framework with efficient database schemas inferred from Figma prototypes, **ensuring seamless front-end integration** and enhanced website functionality for client requirements.
- Optimized **system performance and content delivery** by redesigning database structures and implementing **dynamic content management with static page integration**, **resulting in improved query performance by 30%** and enhanced client usability across both dynamic and static website pages.

Synpulse

Jakarta

Software Engineer Intern

October 2022 – December 2022

Synpulse is a management consulting firm serving financial services providers.

- Streamlined **core banking system migration** by authoring functional requirements for **20 system specifications**, mapping existing to new API specifications and building system flowcharts that kept **Banking Client's Avaloq transition project on schedule**.

- **Eliminated manual daily data processing** by developing automated shell scripts for Excel-to-Oracle database conversion, **reducing reconciliation report processing from 15 minutes to instant execution** and ensuring seamless core banking system migration for **Banking Client**.

Education

Institut Teknologi Bandung

August 2020 – October 2024

Bachelor of Engineering – BE, Informatics

CGPA: 3.76/4.00 (Cumlaude)

- **Relevant Coursework:** Algorithm and Data Structure, Software Project Management, Database Management, Platform-based Application Development, Parallel and Distributed Systems, Advanced Machine Learning

Technical Skills

- **Programming Languages:** Java, Golang, PHP, Python, JavaScript, Shell Scripting
- **Frameworks & Libraries:** Laravel, React, ViteJS, NodeJS, Fastify, JAX-WS
- **Databases:** PostgreSQL, MySQL, ArangoDB, Oracle Database
- **Tools & Platforms:** RabbitMQ, Kafka, OpenTelemetry, Vault, Consul, Retrofit, Figma
- **Cloud & DevOps:** Google Cloud Platform, AWS, Docker, Jenkins