

Fachry Dennis Heraldi

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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