



ERVAN SETIAWAN

L2 and L3 Application Support, DevOps,
System Engineer, Senior Technical Support,
and Quality Assurance

About Me

Experienced IT professional with 9+ years across L2 and L3 Application Support, System Engineering, Senior Technical Support, and Quality Assurance, with a strong focus on DevOps practices. Skilled in designing and maintaining IT systems, supporting end-users, and ensuring software quality through rigorous testing and automation.

Proficient in system setup, troubleshooting, CI/CD pipelines, scripting (Shell, Python, JavaScript), and infrastructure monitoring. Hands-on experience with Linux environments, cloud platforms like AWS, and tools such as Jenkins, Docker, GitLab CI/CD, and CloudWatch. Committed to delivering secure, reliable, and efficient technology solutions.



+6285215439225



ervanstwan@gmail.com



Jalan Jalak II Rt.003/05 No.
75 Sawah Lama, Ciputat,
Tangerang Selatan. Banten
15413



www.ervanstwan-portofolio.my

Experience

PT Dans Multipro

L2 and L3 application support/DevOps Engineer
SOHO building,
Tebet, Jakarta Selatan
06/2024 – 06/2025

- **L2/L3 Application Support Engineer** with strong **DevOps and cybersecurity** background, bringing over **9 years of experience** in maintaining high-availability systems and **leading a 30-member support team**. Proficient in incident response, root cause analysis, and performance tuning in fast-paced environments.
- I specialize in system automation using **Shell, Python, and JavaScript**, database operations with **MySQL, PostgreSQL, MongoDB, and Oracle**, and manage **CI/CD pipelines via GitHub Actions, Jenkins, and GitLab CI/CD**. Experienced with **Docker, Kubernetes**, and cloud infrastructure across **AWS (EC2, Lambda, EKS, S3), Azure, and GCP**.
- My work includes infrastructure monitoring with **Prometheus, Grafana, Dynatrace, and Splunk**, secure messaging using **RabbitMQ and Redis**, and notification integration via **Telegram bots**. As part of my security expertise, I implement access controls, conduct regular vulnerability scans, perform **penetration testing**, and **support security hardening of Linux systems (Ubuntu, CentOS, Kali Linux)**.
- I have executed internal **pentests**, supported **ISO/SOC2** preparation, and ensured compliance with IT security policies. My proactive approach ensures secure deployments, stable releases, and robust system protection across critical enterprise environments.

Expertise

- Management Skills
- Creativity
- Negotiation
- Critical-Thinking
- Leadership
- Problem-Solving
- Analytical
- Troubleshooting
- Communication
- Collaboration
- Smart-Work
- Dedication
- Competitive
- Teamwork

Language

- English
- Indonesian

Experience

PT Access Mobile Indonesia
DevOps
Wisma PMI lantai 6,
Kemang, Jakarta Selatan
04/2019 – 04/2024

- Designed and maintained CI/CD pipelines using **Jenkins, GitHub/GitLab CI, Docker, Kubernetes, Azure, and AWS (EC2, EKS, Lambda, S3)** to improve deployment reliability for enterprise-scale systems. **Led and managed** a 3-member L1/L2 support team to ensure timely incident resolution and system uptime.
- Implemented Docker-based orchestration using Docker Compose and automation scripts to improve consistency and reduce human error. Provisioned cloud infrastructure (AWS, Azure) for clients like **Line, Unipin and LINE POD**, ensuring high availability, resilience, and observability with tools like **Prometheus, Grafana, and CloudWatch**.
- Automated infrastructure provisioning with **Shell Script and Python**. Integrated monitoring and alerting with Telegram bots for critical applications like **Panasonic and BEFA MM2100**, accelerating response time and transparency.
- Conducted log analysis, RCA, and performance tuning across **Linux environments (CentOS, Ubuntu, RedHat)**. Supported database operations with **PostgreSQL, MySQL, and Oracle**; handled **Redis and RabbitMQ** for messaging.
- Collaborated with QA and dev teams on test environment stability and CI test flows. Conducted penetration testing, implemented firewall rules, OS hardening, and routine vulnerability scanning to enforce **cybersecurity standards and compliance**.
- Produced documentation and trained cross-functional teams on system operations, backups, and security protocols across all supported environments.

Experience

PT Access Mobile Indonesia

System Engineer

Wisma PMI lantai 6,

Kemang, Jakarta Selatan

04/2018 – 04/2024

- As a **System Engineer Level 2** and **Level 3** with over 6 years of experience and a **strong DevOps focus**, I play a key role in designing, implementing, and maintaining reliable, secure, and scalable IT systems. I specialize in **system architecture, hardware selection, software configuration, and automation**, ensuring high system availability and performance.
- I develop custom monitoring tools and automation scripts using **Shell Script, JavaScript, and Python**, enabling proactive server and transaction monitoring. I manage databases like **MySQL and PostgreSQL**, and provide transactional data for platforms such as **LINE, LINE POD, and UNIPIN**.
- With over 8 years of experience in **Linux systems (RedHat, CentOS, Ubuntu, Kali)**, I perform daily server configuration, troubleshooting, and scripting. I build shell scripts for **automated service checks, alerts, and hourly transaction data processing**, contributing to continuous monitoring and operations reliability.
- I have hands-on experience with **AWS CloudWatch** for log monitoring and use **JasperServer and JasperReports** to create automated reporting solutions. I also manage and maintain VPNs, ensuring secure network access.
- In line with DevOps practices, I focus on automation, observability, and system resilience. I emphasize **security best practices, infrastructure monitoring, and CI/CD integration**, streamlining IT operations to support organizational goals. My strengths include technical expertise, problem-solving, scripting, and effective cross-functional collaboration.

Experience

PT Access Mobile Indonesia
QA (Quality Assurance)
Wisma PMI lantai 6,
Kemang, Jakarta Selatan
04/2016 – 04/2024

- Quality Assurance Specialist with 8 years of experience in both manual and automated testing. Proficient in tools like **Selenium, Katalon, Appium, Jmeter,** and **Postman** for functional, UI, and API testing. Skilled in test case creation, execution, and defect tracking. I collaborate closely with developers to ensure quick issue resolution and continuous improvement.

I've led and executed UAT for high-impact projects including **LINE, LINE POD, UNIPIN, XCLIO, BEFA MM2100, Panasonic Landing Page, Kanemory, Parastar,** and **Sentra Ponsel.** Strong understanding of QA methodologies, attention to detail, and a commitment to delivering high-quality, user-focused software solutions.

PT Access Mobile
Indonesia Senior Technical
Support Wisma PMI lantai
6, Kemang, Jakarta Selatan
04/2016 – 04/2024

- Technical support professionals are crucial for maintaining the functionality of technology products and services. As a Technical Support Specialist and **Level 1,** I diagnose and troubleshoot hardware, software, and connectivity issues swiftly, ensuring minimal disruption for users. My focus on efficient ticket management, clear communication, and collaboration with cross-functional teams enables timely issue resolution and continuous improvement. Key skills include problem-solving, technical proficiency, multitasking, and a customer-centric approach. I also do **Monitor and Maintenance Servers, Monitor Services and Transaction, Costumer Service on LINE, UNIPIN, and Parastar, Installation Servers, Repair broken laptop, Check log and database, Support system migration.** Overall, I leverage these skills to provide exemplary support and ensure seamless operations for end-users.

Reference

Won Eun Jae
Managing Director,
PT. Access Mobile Indonesia
+628111777473

Park Seill
Deputy Managing Director,
PT. Access Mobile Indonesia
+6281381446631

Firdaus Darmawan
DevOps Leader,
PT. Access Mobile Indonesia
+6281213279939

Aditya
Team Leader,
PT. Dans Multipro
+6281279881546

Experience

Volunteer at Yayasan Sayap ibu
Perumahan Ciputat Baru Jl. Flamboyan
2014-2015

- As a volunteer working with disabled children, my focus is on providing support, care, and inclusion for every child. With a passion for making a positive impact, I create inclusive environments where children with disabilities feel valued and supported. My role involves assisting with daily activities, providing emotional support, and fostering social interaction and skill development. I collaborate with caregivers, therapists, and educators to ensure each child's unique needs are met. Through patience, empathy, and dedication, I strive to empower disabled children to thrive and reach their full potential.

Volunteer DKM Operation at Masjid AL - Fadhil
Perumahan Ciputat Baru
Jl. Gelatik Blok B No 8A
2018-2024

- As a volunteer at the mosque, I am dedicated to serving the community and supporting the spiritual needs of worshippers. With a commitment to making a positive difference, I assist in various activities and initiatives to help maintain the mosque's operations and serve its members. My responsibilities include organizing events, assisting with prayers, and providing support during community gatherings. I also contribute to outreach efforts and engage with the local community to promote unity and understanding. Through my volunteer work, I aim to foster a welcoming and inclusive environment at the mosque and contribute to the well-being of all who attend.

Others

Linkedin

www.linkedin.com/in/ervan-setiawan-58a86b307

Website

www.ervanstwan-portofolio.my

Github

www.github.com/ervanstwan

Education

STMIK JAKARTA STI&K

Bachelor of System Information Technology
GPA 3.04
10/2013 - 10/2015

STMIK JAKARTA STI&K

Diploma (D3) Technique Information
GPA 3.04
10/2009 - 10/2013

High School diploma

IPA
Completed in 2008

Skills Summary

System Configuration	<div><div></div></div>
System Troubleshoot	<div><div></div></div>
Linux	<div><div></div></div>
MySQL	<div><div></div></div>
PostgreSQL	<div><div></div></div>
UNIX Shell Scripting	<div><div></div></div>
Python	<div><div></div></div>
Javascript	<div><div></div></div>
HTML	<div><div></div></div>
AWS Lambda	<div><div></div></div>
Datagrip	<div><div></div></div>
DB Beaver	<div><div></div></div>
Windows	<div><div></div></div>
Customer Service	<div><div></div></div>
Hardware and Software Repair	<div><div></div></div>
Adobe Photoshop	<div><div></div></div>
Adobe Illustrator	<div><div></div></div>
Microsoft Office	<div><div></div></div>
TCP/IP	<div><div></div></div>
Virtualization	<div><div></div></div>
VMware	<div><div></div></div>
Programming	<div><div></div></div>
Selenium	<div><div></div></div>

Skills Summary

