Muhammad Iqbal Ali

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SOFTWARE ENGINEER SUMMARY

- 3+ years of experience as a Software Engineer specializing in Backend Development with a strong focus on cloud-native services in the public sector.
- Proficient in Golang, with additional experience in Node.js and Python. Docker-based deployments and observability with OpenTelemetry and Grafana.
- Successfully delivered scalable backend services for West Java's SuperApp, integrated public administration services through Hotline, and AI-powered executive dashboards — enabling real-time data access and seamless cross-agency service integration.

EXPERIENCES

Backend Engineer | Jabar Digital Service   *August 2022 - Present*

- Developed scalable backend services for a high-traffic SuperApp with over 5.3M users, 443K weekly active users, and 58K+ daily active users.
- Designed modular microservices (authentication, file, notifications, admin) within a cloud-native architecture using Golang and a centralized API Gateway.
- Implemented service observability with OpenTelemetry, Grafana, and Prometheus, reducing issue response time and improving system reliability.
- Led the design of standardized payload schemas and integration layers for cross-service REST API interoperability.
- Delivered 50% faster AI responses by engineering a dedicated AI backend service using FastAPI, with SSE streaming and persistent conversation management integrated into the backend ecosystem.

Monitoring and Evaluation Specialist | Jabar Digital Service   *May 2021 - July 2022*

- Analyzed product analytics and feature usage data to inform backend system optimization and engineering priorities.
- Extracted insights from traffic logs, interaction heatmaps, and telemetry data to improve system performance and reliability.

IT Technical Support Specialist | Japfa Comfeed Indonesia   *September 2018 - May 2021*

- Provided Tier-1 and Tier-2 technical support for over 200 users across multiple branches in a national-scale manufacturing company.
- Performed installation, troubleshooting, and maintenance for workstation hardware, operating systems, and internal business applications.
- Managed LAN/WAN network connectivity and printer sharing across company locations.
- Delivered user training sessions for internal software and basic IT security practices.
- Recorded and monitored daily incident reports using an internal ticketing system to ensure timely issue resolution within SLA targets.

SKILLS

- **Language**: Golang, TypeScript, Python
- **Framework**: Express, FastAPI
- **Database**: PostgreSQL, MySQL, MongoDB, Redis, Firebase
- **Tools & Platforms**: Git, Github, Docker, Grafana, Prometheus, OpenTelemetry, API Gateway, OAuth2, Google Apps Script, Google Sheets
- **Domain Expertise**: REST API Development, Microservices Architecture, Cloud-Native Backend, Data Cleansing, Automation Workflow
- **Language**: Bahasa Indonesia (Native), English (Professional Working Proficiency)

Institut Teknologi PLN — Bachelor's Degree in Informatics Engineering   *September 2013 - June 2017*