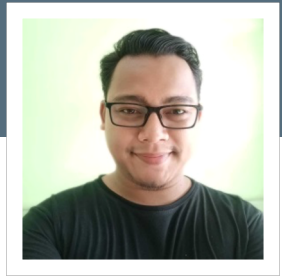


# Mas Jaya Sutarno

Jl. Pinang Rt.003/004 No.32 Kec. Cipayung - Jakarta Timur

[masjaya.sutarno@gmail.com](mailto:masjaya.sutarno@gmail.com)

+62 87880 777 520



My name is Mas Jaya Sutarno, I'm working in IT with 10+ years with various roles and jobs. I have experience .Net Developer. Application Support, Support System Engineering, System Analyst with technology .Net Application ( C#, VB.net, ASP.Net, ASP.Net MVC, ASP.net Core), JavaScript, Ruby on Rails, Python, BigQuery, GCP, Azure, Git, Logcat debug, Grafana, Kibana, Jira, Jenkins, SQL Server, PostgreSQL, MySQL, Oracle, Redis, ITIL, IT Service Management and I am a fast self-learner, strong in analytical skill, problem solving and also love to learn new things .

## Personal Information

<b>Born</b>	March 19 <sup>th</sup> , 1989 in Bogor
<b>Nationality</b>	Indonesian
<b>Marital Status</b>	Married and have 2 Kids.
<b>Religion</b>	Islam
<b>Taxpayer ID</b>	34.243.930.4-434.000

## Education

<b>2007 - 2011</b>	STMIK Mercusuar - Bekasi Bachelor of Sytem Information
<b>2003 - 2006</b>	Senior High School - SMAN 1 Ciampea - Bogor
<b>2000 - 2003</b>	Junior High School - SMPN 1 Dramaga - Bogor
<b>1994 - 2000</b>	Primary School - SDN 1 Dramaga - Bogor

## Training & Workshop

<b>March 2012</b>	Server Virtualization Basics by Brainmatics ( ilmukomputer.com)
<b>July 2012</b>	Courses Profesional Software Developer ( PSD ) at Tanmia Informatika
<b>Sept 2015</b>	AWS Workshop ( AWSome day)
<b>Apr 2016</b>	English Course ILP Pancoran
<b>Oct 2016</b>	GDG DevFest Bogor
<b>Nov 2016</b>	Deploying Web Apps to Azure app service at Microsoft Virtual Academy
<b>March 2017</b>	Course Udemy ITIL V3 Foundation : Fundamentals & Definitions Online
<b>October 2017</b>	Course Udemy Mastering Project Delivery and SCRUM Online
<b>Mei - June 2020</b>	Qwiklabs Google Cloud Platform - Data Engineering

Qwiklabs Google Cloud Platform – Cloud Engineering  
Qwiklabs Google Cloud Platform – DevOps Essentials  
Qwiklabs Google Cloud Platform – Cloud Architecture  
Qwiklabs Google Cloud Platform – BigQuery for Machine Learning  
Qwiklabs Google Cloud Platform – BigQuery for Data Analysts  
Qwiklabs Google Cloud Platform – BigQuery for Data Warehousing  
Understanding Kubernetes services for better deployment

June 2021

## Work Experience

Dec 2021 – July 2022

**AlpacaDB. Inc** (<https://alpaca.markets>)

*(Developer APIs for stock and crypto trading, investing apps, and embedded fintech – USA Company)*

**Position : Support Engineer APAC - Remote**

**(Tools : Zendesk, Jira, Metabase, Forum, Postman, Google Colab, Grafana, Kibana Elasticsearch, PostgreSQL, Mac OS)**

### **Job Description:**

Monitor and work through a queue of assigned support tickets to assist partner and community developers with building out the company-based applications and algorithms

Assist with the monitoring of and response to similar support queries in the company community forums: <https://forum.alpaca.markets/> and community Slack, Community Discord.

Provided extended support outside of North American hours for the company developers and partners

Research, troubleshoot, and diagnose issues, and escalate as necessary to higher-tier or specialized teams

Follow standard policies, SLAs, and procedures with support tickets, and manage community developer and partner expectations around support

Work with the Support team on improving documentation and developer resources

Work with the rest of the Support team on improving and growing the team and strategy surrounding the support program

Create a report and dashboard issues for APAC project

Oct 2020 – Dec 2021

**Tetherfi** ([www.tetherfi.com](http://www.tetherfi.com))

*( Contact Center System – Singapore Company)*

**Position : Support System Specialist at Jakarta**

**(Tools: .Net Framework, Javascript, Docker, SQL Server, DataStudio, Linux RedHat and Windows OS)**

**Job Description:**

- Single Point of Contact (SPOC) & 1st level of contact for all support related issues with Tetherfi Solution for customers/clients under maintenance contracts.
- Create a report and dashboard issues for Indonesia project
- Provide Technical know-how in isolating and recommending corrective action or work-around to resolve problem within identified SLA
- Collect all issue descriptions, details, screen-shots, time of occurrence, impact, log checking from customer site for any defects & issues 1st level of analysis before escalating to next level.
- Provide Root Cause Analysis of any issues highlighted.
- Provision of Software maintenance patches to resolve problems.
- Provide Operation, Administration and Maintenance information.
- Deploy system thin client and thick client during POC.
- Deployed System and server for POC for HLBB Malaysia, HGS Philippines.
- Handle Issue from Bank Mandiri Indonesia, Bank UOB Indonesia

Jan 2019 – Oct 2020

**Ruangguru Indonesia ([www.ruangguru.com](http://www.ruangguru.com))**

*( Education Technology Startup in Indonesia)*

**Position : Senior Support Engineer at Yogyakarta**

**(Tools: .Net Framework, Ruby on Rails, NodeJs, Mysql, SqlServer, PostgreSQL, cockroachdb, Redis, BigQuery, Firebase,Grafana, Papertrail, Kibana Elasticsearch, Metabase, Postman, Android Studio, Google Cloud, Linux and Windows OS)**

**Job Description:**

- Maintenance Ticketing / Helpdesk System ( Vb.net & Sql Server)
- Develop internal application use Ruby on Rails and MySQL
- Generate Dashboard from Database for information to CS and Sales
- Debugging for android issues use logcat and testing API with postman
- Developing reports for teams across the business use metabase
- Manage and Own the Problem Management Process
- Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date
- Own technical problem-solving, triaging, and troubleshooting
- Give the information to another team when we have a release apps about new feature,bug fixing or anything information related new release.
- Provide the issues after reproduce to QA team and Engineer Manager and create the ticket use JIRA.
- Tracking the issues using a tooling like BigQuery, Firebase, Fabric, Grafana, Papertrail.
- Provide the data to help CS or Sales use datastudio or google sites.

**Jan 2017 – Jan 2019**

**PT. Acommerce Solusi Lestari** ([www.acommerce.asia](http://www.acommerce.asia))

*(Tech Consultan, E-commerce, Logistic, Warehouse)*

**Position : App Support Engineer Lead / Jr. Support Eng Manager**  
**(Tools: ZOHO, Magento, NetSuite, Manhattan Scale, Python, Mysql, PostgreSQL, Windows Server and Windows OS)**

**Job Description:**

- Line manage and develop the application support team
- Collaborate across teams
- Developing reports for teams across the business
- Managing coordination at a local and Regional (Thailand)
- Manage and Own the Problem Management Process
- Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date
- Own technical problem-solving, triaging, and troubleshooting
- Participate in task forces, strategic initiatives, stretch assignments and collaboration opportunities with other business units
- Provide application support for our large-scale data extraction technologies and our e-commerce platform integrations
- Prioritize resolution of technical issues for direct investigation and resolution, escalation to our Engineering teams
- Build and grow a team of support engineers as we continue to scale
- Establish systems and processes for receiving and managing issues and for proactively monitoring / receiving notifications about application health
- Identify opportunities for process and product improvements to reduce issues and improve scalability
- Build a knowledge base of commonly reported issues and their resolution when known
- Train internal and external application users, when reported issues represent a knowledge gap
- Assisting with systems integrations
- Directly Report to IT Director

**June 2015 – Jan 2017**

**PT. Acommerce Solusi Lestari** ([www.acommerce.asia](http://www.acommerce.asia))

*(Tech Consultan, E-commerce, Logistic, Warehouse)*

**Position : Application Support Engineer**

**(Tools: .Net Framework, Python, SQL Server, NetSuite, Grafana, ZOHO, Azure, Linux, Windows OS)**

**Job Description:**

- Resolve IT Application-related incidents, service requests and problem in a timely and efficient manner in line with business requirements
- Support internal platform users by monitoring and troubleshooting both in-house and 3rd party applications
- Cultivate strong working relationships with system users and show high levels of responsiveness
- Inspect and ensure all platform applications function properly through coordination with technical teams
- Educate and train end-users on application usage, particularly explaining newly-developed functionalities
- Escalated the issue if need support level 2 or level 3 and keep monitoring SLA ticket
- Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date
- Maintaining and updating technical documents and procedures
- Identifying and resolving technical issues
- Prioritize and schedule assigned support activities and tasks
- Coordination at a local or Regional level where required
- Maintaining and updating technical documents and procedures
- Developing reports for teams across the business use Jasper Report, JIRA Ticket Report using SQL

**Oct 2013 – June 2015**

**PT. Infotech Solutions – Jakarta** ([www.infotech.co.id](http://www.infotech.co.id))

*( IT Consultan, Broadcasting Software)*

**Position : System Analayst (.Net Developer)**

**(Tools: .Net Framework, C#, PowerBuilder, Oracle11g, SQL Server, Shell Script)**

- Development System Sales Online (ASP.net, C#, Oracle11g and SQL server 2008)
- Development System Distribution Online (ASP.net, C#, Devexpress, Database 11g)
- Development Website Mandiri Bank ( Telerik sitefinity, SQL Server)
- Maintenance and Fixing Application Broadcasting Management System ( BMS ) - PowerBuilder 12 and Oracle11g
- Development Application Broadcasting Management System (BMS) – ASP.net, C#, Telerik, Database SQL Server 2008

**Aug 2006 – Oct 2013**

## **CV. Info Solusi Pratama**

*( IT Service, Hardware, Software, Network, Infrastructure)*

### **Position : IT Support, IT Apps Support and Jr. Programmer**

(Tools: Cisco Networking, .Net Framework, Vb.Net. C#, SQL Server, Microsoft Exchange, Crystal Report, Microsoft Access, Firewall Fortinet, Windows Server, Linux Ubuntu, CentOS )

- IT Support for some client; visit to client, configuration, reporting and monitoring system, server and application
- Create project document for government and private company
- Handle Office Administration for services department, Warehouse and Sales
- Application Support For Training, Implementation , Configuration, and fixing issue for some client.
- Development and Maintenance Application for some client
- Train internal and external application users, when reported issues represent a knowledge gap
- Assisting with systems integrations
- Maintaining and updating technical documents and procedures

**2012 – Now**

## **Other Project**

- Develop API Telegram bot for communicate to many telegram bot ( ASP.net Web API & Sql Server at Bareskrim Polri)
- Development Application Desktop SIMPEG for Dinas Pariwisata and Ekonomi Kreatif Daerah Sulawesi Tengah ( C# and SQL Server)
- Development Application Arsip Digital for Dinas Pariwisata and Ekonomi Kreatif Daerah Sulawesi Tengah ( VB.net and SQL Server)
- Development Application Management Barang Bukti Lab Forensik for Bareskrim Mabes POLRI Cyber Crime Investigation Center ( ASP.net and SQL Server)
- Development Application E-Pensiun and E-Cuti Online for Badan Kepegawain Daerah Sulawesi Tengah ( ASP.net MVC, Kendo UI and SQL Server ) – [www.infobkd.sultengprov.go.id](http://www.infobkd.sultengprov.go.id)
- Development website SIAP for Badan Kepegawain Daerah Sulawesi Tengah ([www.siapbkd.sultengprov.go.id](http://www.siapbkd.sultengprov.go.id))
- Development Application SMS Gateway and Mail for Badan Kepegawain Daerah Sulawesi Tengah ( PHP and MySQL
- Development Application Catatan Personel Online for Polda Maluku Utara ( ASP.net MVC, Kendo UI and SQL Server ) – [www.catperspoldamalut.com](http://www.catperspoldamalut.com)

## Strengths

Fast Learning, Self Motivated, Full of Idea, Dynamic, Target Oriented, Customer Oriented, Strong in Analytical Skill and Problem Solving, I can work individually or team work and Good team and Leadership.

## Skills

**OS :** Windows Server 2008/2012, Windows 7/8/10, Ubuntu, RedHat, CentOS, MacOS.

**Programming :** VB.net, C#, ASP.net and MVC, .Net Core, Ruby On Rails, Python, Javascript, NodeJS.

**Database :** SQL Server, MySQL, Oracle 11g, CoackroachDB, PostgreSQL

**Virtualization :** Vmware and Hyper V

**WMS System :** Netsuite and Manhattan Scale

**Tools :** Logcat Debuging, Postman, JIRA, Gitlab, BigQuery, Metabase, DataStudio, Google sites, Visual Studio, Visual Studio Code, Android Studio, Netbeans. HeidiSQL, Unity, Devexpress, Xamarin, Crystal Reports, CSS Bootstrap, CMS (Magento, NopCommerce, Dotnuke, Wordpress), Shell Script.

**Cloud :** Microsoft Azure, Google Cloud.

**Soft Skill:** IT Service Management, Incident Management, Technical Support, Requirement Analyst, Software Development Life Cycle (SDLC)

**Right now I am learning about :**

Mobile Apps, Cloud Computing, SCRUM and Project Management as well.

## Achievements

1. Best Employee 2010 – Info Solusi Pratama
2. Best Employee 2017 IT & Integration Division – aCommerce Indonesia

## Language

	Indonesian	English
Write	5	3
Read	5	3
Oral	5	3

**Remark :**

Proficiency level :

5. Mother Tounge

4. Excellent

3. Good

2. Average

1. Poor

## Social Media

- **Facebook :** <https://www.facebook.com/masjaya19>
- **Twitter :** <https://twitter.com/MasJay19>
- **Linkedin:** <https://www.linkedin.com/in/masjaya>
- **Github:** <https://github.com/masjaya19>