RUSDI RIVALDO

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PROFESSIONAL SUMMARY

IT Support & Operations professional with 5+ years of experience supporting backend and payment-related applications in enterprise and banking environments. Strong background in production support, incident management, root cause analysis, and backend API systems. Experienced in collaborating with development and infrastructure teams to ensure system reliability, transaction accuracy, and operational continuity. Proven ability to operate mission-critical systems in high-availability environments.

TECHNICAL SKILLS

- Backend & APIs: Java, Spring Framework, REST APIs, Object-Oriented Programming
- Payment & Integration: Payment System Gateway, Transaction Processing, API Integration
- Operations & Support: Incident Management, Troubleshooting, Root Cause Analysis, Log Analysis
- Monitoring & Tools: Grafana, ELK Stack, Linux (Shell)
- Data & Infra (Working Knowledge): SQL, MySQL, Docker (Basic)
- Automation & Scripting: Python (Basic)
- Tools & Process: Git, Jira, Confluence, Agile Methodologies, Postman, Notion

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PROFESSIONAL EXPERIENCE

Application Operation Support Manager
Bank Indonesia, Jakarta Indonesia
2023 – Present

- Provided production support for mission-critical payment applications, ensuring system availability and transaction reliability.
- Investigated and resolved backend, API, and application-level issues, reducing incident resolution time.
- Performed root cause analysis for recurring incidents and collaborated with development teams to implement preventive solutions.
- Coordinated with infrastructure and application teams to support system performance optimization and operational stability.
- **Key Project** : Payment Application Production Operations
  Supported live payment systems, handled incidents, and ensured transaction accuracy.

Technical Leader
PT. InMotion Inovasi Technology, Jakarta, Indonesia
2022 – 2023

- Provided technical leadership for backend development projects, ensuring alignment with architectural standards and best practices.
- Guided development teams during implementation, testing, and deployment phases.
- Collaborated with project managers and stakeholders to ensure technical feasibility.
- **Key Project:** Omni-Channel CRM Integration for Student Services
  Developed backend APIs and Salesforce integration for multi-channel support.

Java Developer
PT. InMotion Inovasi Technology, Jakarta, Indonesia
2020 – 2023

- Developed and maintained backend services using Java and Spring Boot Framework.
- Designed and implemented REST APIs to support system integration.
- Participated in code reviews and unit testing to ensure code quality
- **Key Project:** AI-Powered Banking Virtual Assistant
  Contributed to chatbot backend integration and API communication.

EDUCATION

Bachelor of Science in Computer Science (GPA : 3.52/4.0)
Universitas Sriwijaya, Palembang, Indonesia

Student Exchange in Computer Science (GPA : 3.52/4.0)
Universiti Teknologi Malaysia, Johor Baru, Malaysia

CERTIFICATION & TRAININGS
- **Certified Alibaba Cloud Associate Cloud Computing**
  Alibaba Cloud Indonesia, 2023
- **Ethical Hacker Training Program**
  Digitalent KOMINFO RI, 2024
- **CyberOps Associate**
  Digitalent KOMINFO RI, 2024
- **DevNet Associate**
  Digitalent KOMINFO RI, 2024
- **Robotic Process Automation**
  Digitalent KOMINFO RI, 2023

REWARD
- Most Outstanding Team Performance Employee 3Dolphins Award (2021)
- Best Employee of The Year Divisi OpDA Award (2025)