

Aziz Ruri Suparman

Software Engineer

CONTACT

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SKILLS

Go Python

TypeScript / JavaScript (ES6+)

PHP Java

PostgreSQL / MySQL

MongoDB Redis

Spring Boot NestJS

Next.js

Django / Flask / FastAPI

Laravel Elasticsearch

Docker

Google Cloud Platform (GCP)

Amazon Web Services (AWS)

WebRTC WebSocket

RESTful APIs

Microservices

Git / Version Control

CI/CD Pipelines

Agile / Scrum

Event-Driven Systems

SUMMARY

Backend-focused Software Engineer with 5+ years building scalable systems for fintech and marketplace platforms. Delivered a WebRTC video call platform with auto-assignment engine in 3 months, now handling hundreds of priority calls/month. Led an Elasticsearch migration that cut search latency from ~10s to <2s (5x). Skilled in event-driven microservices, real-time queueing, and RESTful APIs — comfortable owning architecture through production on GCP/AWS.

EXPERIENCE

Software Engineer — Full Stack · PT Bank SMBC Indonesia, South Jakarta 2025-03 – Present

- Led the development of a WebRTC-based video call platform for internal banking divisions and Jenius customers, enabling real-time video communication between priority customers and dedicated agents.
- Designed and delivered an intelligent auto-assignment engine that replaced fully manual agent pickup with automated, priority-based call routing — agents only need to set their status to "Available" for calls to be dispatched instantly and fairly across the team.
- Built a real-time queue management system using Redis and Redis Pub/Sub to manage call state, agent availability, and status history — ensuring no calls are left unhandled and every status change is recorded for auditing and fairness.
- Platform currently handles hundreds of video calls per month stably for a dedicated priority customer segment, with consistent uptime since launch.
- Delivered the full auto-assignment feature end-to-end within a 3-month timeline in collaboration with the Tech Lead and QA team, from system design to production rollout.
- Tech stack: Spring Boot, NestJS, Next.js, WebRTC, WebSocket, Redis.

Backend Software Engineer · PT Oto Klix Indonesia (Otoklix), South Jakarta 2022-02 – 2024-07

- Spearheaded a search infrastructure overhaul for Otoklix's customer app — migrating from a slow full-text MySQL search to Elasticsearch to address severe performance degradation caused by growing data complexity.

- Reduced average product and workshop search response time from ~10 seconds to under 2 seconds — a 5x improvement that directly enhanced user experience on the customer-facing platform.
- Enabled geo-aware search results so customers can instantly discover nearby partner workshops that carry the specific products they searched for — a capability not possible under the previous MySQL-based system.
- Completed the migration project within 4 months, coordinating closely with the team on data reindexing strategy, API compatibility, and rollout planning.
- Built and maintained RESTful APIs consumed by web, mobile, and third-party partner integrations, ensuring reliability, versioning consistency, and thorough documentation.
- Maintained data integrity and performance across MySQL, PostgreSQL, and MongoDB at scale; authored internal technical docs that accelerated team onboarding.
- Tech stack: Python (Django, Flask, FastAPI), PHP (Laravel), PostgreSQL, MySQL, MongoDB, Elasticsearch, Redis, Docker.

**Web Programmer · PT Togu Inovasi Teknologi, 2020-02 – 2021-09
Central Jakarta**

- Became the first developer at the company to ship a mobile application — expanding the team's capability from web-only development into mobile, introducing new technologies and establishing the foundation for future app projects.
- Independently developed and released SMOP! — a real-time collaborative shopping tracker — and GoodJob, a task management app featuring a real-time Kanban board and lightweight workflow engine. Both apps were published publicly on Google Play Store and App Store.
- Pioneered the company's first use of WebRTC for real-time voice and video communication while developing Wello, an internal collaboration app for PT Lobunta Kencana Raya — successfully implementing video call, voice call, and chat features before the app entered wider deployment.
- Managed the full development lifecycle across all projects: backend API design, mobile app development, deployment pipelines, and production release management.