

Mokhamad Rofiudin

DevOps Engineer · Platform Engineer

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SUMMARY

A software engineer who's happiest when something ships — writing it, deploying it, and watching it hold up for real users. Delivered products used by millions of customers, from ride-sharing and e-commerce platforms in Jakarta to telco billing and chatbot services at Kata.ai.

No CS degree. Started as an IT generalist at a hospital, then 7.5 years as a PHP backend developer, then a deliberate pivot into DevOps in 2023. 14 years of figuring things out in production.

EXPERIENCE

SKILLS

Platform & Orchestration

Kubernetes

GKE

Helm

ArgoCD

KEDA

Docker

Observability

Prometheus

Grafana

Loki

Alertmanager

Data & Messaging

Kafka

RabbitMQ

Cassandra

Databases

PostgreSQL

MySQL

MariaDB

Cloud SQL

Cloud & Security

GCP

IAM

IAP / bastion hardening

Workflow & Data Tooling

Airflow

Spark

Languages & CI/CD

Go

TypeScript

PHP

Azure Pipelines

EDUCATION

STMIK Widya Pratama Pekalongan

Management Information Systems
& Services (not completed)

2010 – 2015

SMA Negeri 1 Pekalongan

2004 – 2006

LANGUAGES

Indonesian

native

English

limited working

Kata.ai — DevOps Engineer

May 2023 – Present

Jakarta, Indonesia

Own site reliability engineering (SRE), platform operations, and backend development for a multi-tenant conversational AI platform running on GKE — on-call, postmortems, and infrastructure hardening, alongside building and maintaining the Go services that run on it.

- **RESOLVED** Diagnosed a production chatbot response-delay incident caused by a large broadcast overwhelming reactive autoscaling; designed and shipped a **KEDA pre-scaling strategy** (combined CPU + scheduled triggers) that scaled the affected worker to 90 replicas ahead of each broadcast window with zero pending pods. While validating it, found and fixed an unrelated crash-loop on a neighboring service caused by a blocking health-check pattern — resolved by redesigning the liveness/readiness probe split, then safely cycled roughly 140 deployments cluster-wide to clear the resulting connection storm.
- **5 WHYS** Led a 5 Whys investigation into a P1 cluster-wide worker node outage, uncovering three independently compounding failures — a silently broken CNI plugin from a deprecated upstream image registry, CPU starvation from a security agent lacking container-aware exclusions, and unbounded log growth on end-of-life Kubernetes/Docker versions — and delivered both immediate fixes and a long-term upgrade roadmap.
- **HARDENING** Designed and personally verified an end-to-end **security hardening reference implementation** (private-only encrypted Cloud SQL, functional account lockout tested via real login attempts, immutable/locked backups verified via real deletion attempts, hardened bastion access via IAP + OS Login + least-privilege service accounts) to prove a client's regulatory compliance controls were technically achievable ahead of a production-wide rollout.
- **MIGRATION** Authored the migration plan and led execution of a production **Kafka** cluster migration from ZooKeeper-based coordination to KRaft consensus mode.

- Created and scaffolded new services from the ground up — git setup, Helm chart, CI/CD pipeline, and ArgoCD GitOps registration — and served as an individual contributor across 25+ service repositories on the platform.
 - **BUILT** Personally designed and built several **Go backend services** now running in production, including payment gateway middleware connecting the chatbot platform to telco billing systems across multiple client accounts (push-to-pay, top-ups, refunds, WhatsApp payment reminders), and a CRM conversation adapter integrating the chat channel with a third-party live-chat API.
 - Operate workloads spanning Airflow, Spark, and cert-manager; maintain CI/CD pipelines (Azure Pipelines) and GitOps deployments (ArgoCD, Helm); produce RCA documentation across databases, messaging systems, and orchestration tooling.
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Suitmedia — Software Engineer

Dec 2015 – May 2023

Jakarta Selatan, Indonesia · 7.5 years

- Built and maintained PHP-based web products for clients, translating requirements into working software under real deadlines.
 - Delivered a **ride-sharing platform**, a **job-matching application** with a custom matching algorithm, and an **e-commerce platform** with cart, payments, vouchers, and referrals.
 - Advised on technical solutions across other projects beyond direct ownership.
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Jaya Institute Indonesia — IT Consultant

Jan 2011 – Oct 2015

Pekalongan, Central Java, Indonesia

- Advised local clients on software, websites, design, promotion, and general computer literacy.
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Pekalongan, Central Java, Indonesia

- Built internal applications in Visual Basic 6; handled hardware and software troubleshooting.
- Trained end users to independently resolve recurring issues.

SELECTED PERSONAL PROJECTS

edge-proxy

Lightweight edge proxy service.

TypeScript

simple-golang-kv

A simple key-value store built with the Echo framework and etcd.

Go

bashscript-server

Lightweight HTTP server for serving and running bash scripts remotely; built as a base Docker image.

Go

windmill-dashboard-nextjs-typescript

Next.js admin dashboard UI.

TypeScript · 263 stars

caddy-html-server-dockerfile

Minimal Caddy-based static HTML server, used as a Docker base image.

Dockerfile