

IRFAN CHANIAGO
IT ENGINEER / SOFTWARE DEVELOPER

Pekanbaru, Indonesia | Phone : +6282385442928 | Email: irvancaniago@gmail.com | LinkedIn: www.linkedin.com/in/irfan-chaniago-ab2449169

SUMMARY

Professional IT Engineer and Software Developer experienced in designing adaptive application systems and managing critical IT infrastructure. Possessing a proven track record of success in optimizing high-traffic systems for millions of users on the Telkomsel Poin project, building integrated academic digital ecosystems, and managing network and server operations at PLN UP2D Riau. Proficient in both web based software development and hardware and network maintenance to support business efficiency.

SKILLS

- **Backend Development** : PHP (Laravel, CodeIgniter), Python, Node.js, PL/SQL, APEX, Visual Basic
- **Frontend Development** : Vue.js, React, Tailwind CSS, HTML5, CSS3
- **Database Management** : MySQL, Oracle Database
- **IT Operations** : Networking, Troubleshooting, Server Monitoring, Tech Support

EXPERIENCE

IT Engineer (Outsourcing) at PT PLN UP2D RIAU, Pekanbaru, Indonesia

(August 2023 - Now)

- **Troubleshooting & Support**, handling user complaints, troubleshooting hardware, software, networks, and servers to ensure seamless operations.
- **Ticket Management**, Successfully resolving an average of 70 IT service request tickets per month with a focus on rapid and efficient system recovery.
- **System Maintenance**, Conducting regular preventive maintenance and monitoring of network devices and endpoints to guarantee operational stability for users.
- **System Development**, Designed a centralized database system for monitoring asset disturbances across all PLN UP2D Riau units to ensure problem-solving optimization is executed effectively, and developed a real-time Information Display Visualization application to showcase office activities and agendas.

STAI IMAM SYAFI'I - Pekanbaru, Indonesia

Software Developer (October 2022 - April 2023)

- **Digital Ecosystem Development**: Acted as the sole developer designing, building, and maintaining the entire university digital ecosystem from scratch to release
- **Academic Information System**, Designed and developed an integrated campus academic system including modules for course scheduling, grade entry, and payment management, while integrating it with the PDDIKTI feeder for national data validation.
- **Campus Website**, Serving as the academic information center, profile, and campus background platform beneficial for prospective students and the general public
- **Lecturer Management System**, Developing a specialized lecturer module to facilitate the integrated management of scientific papers and lecturer certification applications.
- **Sistem Penggajian (Payroll)**, Building the campus internal payroll system to automate the calculation of salaries and allowances according to each employee's tier level, backed by effective and efficient reporting.
- **Maintenance & Improvement**, Conducting maintenance, debugging, and feature enhancements based on feedback from the Rectorate and Foundation to maintain the stability and performance of the entire system.

PT. SOLUSI 247 – Jakarta Selatan

Web Developer (September 2019 - March 2021)

Joined the Telkomsel Poin team.

- **High-Traffic System Optimization**, Supported the development and optimization of the high-traffic Telkomsel Poin system, serving millions of active users.
- **API & JSON Performance**, Optimized JSON-based data communication between the GUI system and mobile applications to minimize latency during point redemption.
- **Database Integration**, Maintained intensive application integration with large-scale databases to ensure transactional data consistency and reliability.
- **Feature Development**, Collaborated with the development team to sustain application stability and support continuous system enhancements.

EDUCATION

UNIVERSITAS PUTRA INDONESIA “YPTK” PADANG (2014 - 2018)

Bachelor of Computer Science | Information Systems - GPA 3.3