

Mochammad Syaifuddin Khasani

Site Reliability Engineer (SRE) | DevOps Engineer | Cloud Engineer

Malang, East Java, Indonesia | moch.syaifuddin.k@gmail.com | LinkedIn: linkedin.com/in/mochammad-syaifuddin

PROFESSIONAL SUMMARY

Site Reliability Engineer (SRE), DevOps Engineer, and Cloud Engineer with 7 years of experience designing, automating, securing, and operating production infrastructure across Amazon Web Services (AWS), Google Cloud Platform (GCP), Heroku, Tencent Cloud, and Microsoft Azure. Skilled in cloud infrastructure, Kubernetes, Docker, Terraform, infrastructure as code (IaC), CI/CD, observability, incident response, root cause analysis, and on-call operations. Improves reliability, scalability, security, and cost efficiency by automating infrastructure and operational workflows with Bash, Python, and Ansible.

SKILLS

- **Cloud platforms:** Amazon Web Services (AWS), Google Cloud Platform (GCP), Microsoft Azure, Heroku, Tencent Cloud, Alibaba Cloud
- **Infrastructure as code and automation:** Terraform, Ansible, Bash, Python, infrastructure as code (IaC), workflow automation
- **Containers and orchestration:** Docker, Kubernetes, Helm, Amazon Elastic Container Service (Amazon ECS)
- **Databases and secrets management:** Amazon RDS for PostgreSQL (AWS RDS), MongoDB (limited experience), HashiCorp Vault, AWS Secrets Manager
- **CI/CD and DevOps:** Jenkins, Bitbucket CI, GitHub Actions, GitLab CI, Argo CD, AWS CodeBuild, SonarQube
- **Observability, reliability, and incident response:** Prometheus, Grafana, Loki, Sentry, New Relic, monitoring, alerting, incident response, root cause analysis, on-call operations
- **Systems and networking:** Linux administration, Ubuntu, Red Hat, Windows Server, BGP, DDoS mitigation, high availability, network troubleshooting

PROFESSIONAL EXPERIENCE

AWS User Group Malang Co-Lead

Amazon Web Services | Jakarta, Indonesia | 01/2026 - Present

- Plan and organize AWS User Group events in Malang, including technical sessions on AWS, cloud computing, and DevOps.
- Find and invite speakers, technical experts, and local practitioners to present AWS case studies, demos, and deep dives into services, architecture, and DevOps.
- Promote events and share community updates through social channels.
- Serve as a speaker, sharing technical knowledge about AWS, cloud computing, and DevOps.

DevOps & Site Reliability Engineer

Qiscus - Multichannel Conversation Platform | Yogyakarta, Indonesia | 12/2021 - Present

- Design, secure, operate, and improve production cloud infrastructure across 3 cloud platforms - AWS, GCP, and Tencent Cloud - to support performance, scalability, reliability, and cost efficiency.
- Operate Docker containers and Kubernetes clusters in production.
- Automate infrastructure provisioning, deployments, and operational workflows using Jenkins, Bitbucket CI, Argo CD, and Ansible.
- Investigate alerts and production incidents, perform root cause analysis, and implement remediation.
- Participate in an on-call rotation to support internal teams and resolve production incidents.
- Build Bash and Python automation and operational workflows to reduce operational toil.

DevOps Engineer

VESPERIA.ID | Jakarta, Indonesia | 06/2024 - 03/2025

- Develop reusable Terraform configurations and modules for infrastructure as code (IaC).
- Build and manage Amazon Elastic Container Service (ECS) clusters and services, integrating AWS Secrets

Manager and AWS CodeBuild.

- Provision and configure servers running Ubuntu, Red Hat, and Windows Server.
- Automate CI/CD pipelines using Jenkins, SonarQube, and Kubernetes.
- Collaborate with developers to fulfill infrastructure requests and troubleshoot technical issues.

DevOps Learning Facilitator

Binar Academy | 12/2022 - 04/2023

- Facilitated six months of DevOps training for beginner-level students.
- Taught Linux administration, virtual machines, containers, cloud computing, and CI/CD.
- Used hands-on practice to deepen DevOps knowledge and prepare for teaching.

Network Engineer

Jagoan Hosting Indonesia | Malang, East Java, Indonesia | 01/2021 - 12/2021

- Designed and implemented network-layer DDoS mitigation using BGP and Cloud Scrubber to minimize attacks with zero downtime.
- Designed and implemented a highly available network architecture to reduce the impact of network disruptions.
- Designed, maintained, secured, improved, and troubleshot data center networks.
- Handled internal networking projects and requests and communicated with external vendors.

Linux System Administrator

Jagoan Hosting Indonesia | Malang, East Java, Indonesia | 01/2020 - 12/2020

- Returned to Linux system administration and applied product and business knowledge to infrastructure operations.

Product Designer

Jagoan Hosting Indonesia | Malang, East Java, Indonesia | 10/2018 - 12/2019

- Created 2 hosting products, VPS-X and Semi-Dedicated Web Hosting, through user research and product design.
- Performed Linux system administration, including system monitoring, hardware and software maintenance, and internal request handling.

Linux System Administrator

Jagoan Hosting Indonesia | Malang Area, East Java, Indonesia | 04/2018 - 10/2018

- Deployed, maintained, and managed hundreds of bare-metal servers for virtualization and web-hosting services.
- Monitored servers with Prometheus and Grafana and maintained standard configurations using Ansible.
- Troubleshot infrastructure issues and documented detailed root cause analysis.
- Processed escalations and requests from internal teams and Technical Support.
- Continuously improved the reliability and performance of production infrastructure.

Customer Support Officer

Jagoan Hosting Indonesia | Malang Area, East Java, Indonesia | 05/2017 - 04/2018

- Handled customer inquiries, reports, and requests by email, tickets, and phone, primarily about web hosting, website issues, and server administration.
- Helped maintain the availability and performance of production systems using in-house monitoring systems.
- Troubleshot problems and documented detailed root cause analysis.

Web Developer

CV Cloud Astro | Malang, East Java, Indonesia | 06/2016 - 09/2016

- Developed websites using CodeIgniter, PHP, and CSS for a software house in Malang.
- Converted selected web projects into Android applications using Apache Cordova (PhoneGap).

EDUCATION

Bachelor of Information Technology
STMIK PPKIA Pradnya Paramita | 08/2018 - 02/2024

High School Diploma, Network and System Administration
SMK Telkom Malang | 2014 - 2017

Computer Systems Networking and Telecommunications
Cisco Networking Academy | 2015 - 2017

Mikrotik Academy
Mikrotik Academy | 2015 - 2017

CERTIFICATIONS

- Hurricane Electric IPv6 Certification
- Learn Ansible From Ground Up: The DevOps Guide
- Binar DevOps Learning Facilitator

HONORS AND AWARDS

- 1st Place - LKS Internal at SMK Telkom Malang
- 2nd Place - Corefest Networking System Admin
- 15th Rank - Cisco NetRiders CCENT Competition, Asia Pacific and Japan

LANGUAGES

- English - Limited working proficiency
- Javanese - Native or bilingual proficiency
- Bahasa Indonesia - Native or bilingual proficiency