

# Glenn Steven

Software Engineer | Jakarta, ID

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## Summary

Software Engineer with 4+ years of experience building high-scale systems in Golang. Focused on event-driven architecture, performance optimization, and resilient service design across fintech and digital products.

## Tech Stack

- **Programming Languages:** Golang, PHP
- **Databases:** MySQL, PostgreSQL, MongoDB, Redis, OpenSearch
- **Message Queues:** RabbitMQ, Google Pub/Sub
- **DevOps & Tools:** Github Actions, Gitlab, Docker, Kubernetes, Linux, Datadog, Rollbar
- **Concepts & Backend Expertise:** Event-driven architecture, Concurrency (Goroutines), Role-Based Access Control (RBAC), Caching, Exponential Backoff, Image Processing, API Integration
- **Engineering Practices:** Unit Testing, Code Review, Agile/Scrum, CI/CD
- **Languages:** Indonesian (Native), English (Professional)

## Professional Experience

Software Engineer - Bank Raya | Jakarta

*Sept 2024 - Present*

- **Architected a reliable recurring debit system** with idempotent safeguards to prevent duplicate charges across scheduled transactions.
  - **Reduced transaction failure rates** by designing custom retry mechanisms and backoff strategies.
  - **Scaled notification delivery** for "Saku Budget" by engineering an asynchronous message-broker pipeline to handle high-volume traffic.
- **Built RTGS infrastructure** integrated with Core Banking (UKO) to process high-value transactions up to **20B IDR/day**.
  - **Engineered an event-driven processor** for asynchronous settlement, ensuring distributed system consistency and reliable state updates.
  - **Implemented robust security protocols**, including token authentication and reconciliation, for high-value transfer workflows.
- **Built a Multi-QRIS Cashier platform** supporting 4,300+ National Merchant ID (NMIDs) and 1,500+ merchants.
  - **Designed RBAC authorization** for secure multi-outlet management and governed wallet access.
  - **Managed high-value merchant ecosystems** with total balances exceeding **IDR 10B**.

- Developed a high-availability event tracking API (~99.9% uptime) to handle low-latency analytics ingestion across production workloads. Optimized the ingestion pipeline to ensure reliable, real-time data collection while maintaining high performance under heavy traffic.
- Supported production financial systems through **monitoring**, **alert triaging**, **incident debugging**, and **performance diagnostics** across transaction services leveraging observability dashboards for service health and error analysis.

**Backend Developer - Pusat Gadai Indonesia** | Jakarta. *Aug 2023 - Sept 2024*

- **Built an image compression service (lossy JPEG)** that **reduced** file sizes by **~96% (10MB → 400KB)**, **improving upload speed** and **reducing storage costs**.
- Enhanced price calculation logic using **queue-based processing** in Laravel, optimizing execution time for **high-volume transactions**.
- Migrated **HRIS backend** from CodeIgniter to Laravel, improving **API performance** and **database architecture design**.
- Contributed to the development and maintenance of the **Sinar Mutiara backend system** supporting electronic goods sales operations.

**Software Engineer - PT. Privy Identitas Digital** | Yogyakarta. *Jan 2022 - Aug 2023*

- Rewrote daily reporting system from Ruby on Rails to Golang, **boosting execution speed by 70%** and fixing duplicate email issues.
- Developed and maintained various **backend services**, including **core services**, **integration services**, and **on-premises client systems**.
- Built **auto-verify registration feature (Dukcapil API + OCR + Fuzzy Logic)**, improving onboarding accuracy and reducing manual verification.
- Reintegrated **Login SDK** in Golang with **Redis caching** and Captcha mechanism, strengthening security against brute-force login attempts.
- Collaborated in Agile/Scrum ceremonies including sprint planning and retrospectives.

## Education

### Universitas Kristen Satya Wacana - Salatiga

Bachelor of Informatics Engineering | Aug 2018 - Oct 2022 | GPA: 3.83

- Assistant Lecturer (Programming, Introduction to IT).
- Treasurer & Student Representative, HMPTI (Himpunan Mahasiswa Teknik Informatika) (2019-2020)