NOVAL RAMDANI

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Noval Ramdani is a DevOps Engineer with experience in building, managing, and optimizing large-scale system infrastructure. Accustomed to working across teams to support system performance, improve operational efficiency, and ensure service availability and scalability. Skilled in containerization (Docker, Kubernetes), monitoring & observability (Prometheus, Grafana), and infrastructure automation (Terraform, Ansible, scripting). Additionally, experienced in managing CI/CD-based deployment processes, and has a strong understanding of databases, networking, and system security. Also knowledgeable in operating systems such as Linux and Windows Server, and virtualization platforms like Proxmox and VMware. Known as a communicative, analytical, and structured individual in problem-solving, able to work collaboratively, adapt quickly, be productive under pressure, and clearly explain technical solutions to clients or non-technical teams.

Work Experiences

eBdesk Teknologi – Jakarta

PT eBdesk Teknologi develops intelligent analytics platforms for media monitoring, strategic issues, knowledge management, and decision support systems, by leveraging technologies such as Natural Language Processing (NLP), machine learning, and data visualization systems.

Devops Engineer   **Jan 2025 - Present**

- **Infrastructure Planning & Provisioning:** Designed and built infrastructure architecture for more than 5 production-scale clusters (Elasticsearch, PostgreSQL, MongoDB), including precise node count planning to support system scalability and reliability above 99.9%, tailored to large-scale analytics and operational needs.
- **Infrastructure Implementation & Management:** Managed over 100+ containerized services using Docker & Kubernetes, covering automated deployment, horizontal scaling, and cluster management supporting high availability environments, with average scaling response time of 99.95%.
- **System Performance & Stability Maintenance:** Maintained system stability through configuration optimization, alerting, and proactive monitoring using Prometheus & Grafana, resulting in a 40% reduction in performance incidents and faster identification of production bottlenecks.
- **Application Deployment & Release Management:** Managed deployment processes for backend & frontend development teams via CI/CD pipelines (Git, GitLab CI, ArgoCD), accelerating release cycles by up to 60% with deployment success rates >98%.
- **Incident Handling & Root Cause Analysis:** Handled over 10 critical production incidents per quarter, with an average MTTR <15 minutes, applying mitigation strategies based on error budgeting and SLO/SLA to maintain system resilience during traffic spikes and failures.
- **Infrastructure Automation Development:** Developed automation for provisioning, scaling, and recovery using Terraform, Ansible, and Python/Bash scripting, boosting operational efficiency up to 50% and reducing manual intervention in routine processes.
- **Collaboration with Developer Teams:** Actively collaborated with developer teams for performance tuning and production debugging, including bottleneck handling and disaster recovery planning to build more resilient and fault-tolerant systems.
- **Version Management & CI/CD Workflow:** Managed CI/CD workflows using Git, including efficient branching strategy and merge conflict resolution, ensuring stable, fast, and well-documented deployment processes.
- **Research:** Conducted more than 4 comparative studies of alternative service technologies, such as Redis replacements (e.g., KeyDB, SkyDB, Valkey), and Apache Airflow (e.g., Apache Flink), to enhance system efficiency, scalability, and reliability. Research outcomes were used in strategic technical decision-making and supported proof of concept (PoC) for new service implementations.
- **System Patching and Security Updates:** Performed system patching and security updates based on vulnerability findings from the IT Security team to reduce security risks and maintain compliance with company security standards.
- **Coordination:** Coordinated and escalated to vendors or third parties for incidents requiring external support.
- **Cloud Infrastructure Exploration:** Conducted hands-on research on AWS services (EC2, EKS, IAM) to develop internal capability in cloud deployment, orchestration, and access control for potential cloud-native adoption.
- **Project:** Led and completed 9 strategic cross-client projects, including database optimization, Kubernetes system installations, and large-scale troubleshooting, with full involvement throughout the project lifecycle – from planning and execution to reporting.

System Engineer   **Aug 2023 - Jan 2024**

- **Infrastructure Planning & Provisioning:** Designed and provided infrastructure for building more than 5 production-scale clusters (Elasticsearch, PostgreSQL, MongoDB), including node count planning based on capacity and availability analysis, focusing on horizontal scalability and >99.9% reliability.
- **Infrastructure Implementation & Management:** Implemented and managed infrastructure using Docker & Kubernetes for 50+ microservices, covering automated deployment, dynamic scaling, and cluster management in staging & production environments, with average scaling response time <1 minute and downtime <0.5% per month.
- **System Performance & Stability Maintenance:** Maintained system performance and stability through configuration optimization, 24/7 monitoring of 30+ service instances, and deployment best practices and alerting systems, resulting in a 20% reduction in critical incidents within 6 months.
- **Project A – Database Optimization (Elasticsearch):** Improved query performance by 40% by tuning indexing and refresh intervals on an Elasticsearch cluster containing over 100 million documents.
- **Project B – Database Optimization (Elasticsearch & MySQL):** Optimized search and data aggregation pipelines between Elasticsearch and MySQL, reducing search latency by up to 30%.

- **Project C – Kubernetes System & Database Installation (Elasticsearch):** Provisioned and deployed Kubernetes systems and installed multi-node Elasticsearch, reducing setup time by 25% compared to previous methods.
- **Project D – Kubernetes and Database Troubleshooting:** Resolved incidents and bottlenecks in Kubernetes systems and databases (Elasticsearch, PostgreSQL), with a mean time to recovery (MTTR) <15 minutes.

Data Center Operation and System   **Apr 2022 - Aug 2023**
- **Laptop and Network Troubleshooting:** Handled over 50+ monthly requests for laptop repair and Wi-Fi network troubleshooting via centralized ticketing system, achieving SLA resolution rates above 95% within set timeframes.
- **Server Monitoring and Incident Response:** Conducted proactive monitoring of more than 200+ server instances, detected and responded to incidents in real-time, and executed escalation and mitigation procedures to maintain service uptime above 99.9%.
- **Technical Support and Service Deployment:** Provided comprehensive technical support for more than 15+ service deployments per quarter, including installation and configuration of database platforms (e.g., PostgreSQL, MongoDB) and monitoring systems (Prometheus, Grafana), ensuring smooth operational workflows with minimal downtime (<0.5%).

Technical Support   **Apr 2021 - Apr 2022**
- **Laptop and Network Troubleshooting:** Handled over 50+ monthly requests for laptop repair and Wi-Fi network troubleshooting via centralized ticketing system, achieving SLA resolution rates above 95% within set timeframes.
- **Server Monitoring and Incident Response:** Conducted proactive monitoring of more than 200+ server instances, detected and responded to incidents in real-time, and executed escalation and mitigation procedures to maintain service uptime above 99.9%.

Education

BINUS University – Jakarta   **Apr 2025 - Present**
Bachelor Degree, Computer Science

SMKN 4 Padalarang – Jakarta   **Jun 2017 – Jun 2020**
Bachelor Degree, Computer Science

Organizational Experience

Youth Scientific Paper (YSPI) - Bandung   **Jun 2014 - Jun 2017**
Anggota
An organization or activity platform aimed at fostering interest, creativity, and scientific thinking skills among students, trained to conduct simple research, compile scientific reports, and present ideas systematically and logically based on scientific methods.
- Conducted simple research based on social, environmental, or technological issues using scientific methods.
- Compiled scientific papers systematically, starting from background, problem formulation, literature review, to data analysis and conclusions.
- Worked in a team to design research projects, divide roles, and present research results both orally and visually.
- Enhanced analytical skills, information literacy, and scientific argumentation through regular mentoring and evaluations by instructors.

Skills

- **Operating Systems**: Linux, Windows Server.
- **Virtualization Platforms**: VMware, Proxmox.
- **Containerization & Orchestration**: Docker, Kubernetes.
- **Monitoring & Observability**: Prometheus, Grafana, Icinga.
- **Infrastructure as Code & CI/CD**: GitLab, Terraform, Jenkins.
- **Database & Data Handling**: PostgreSQL, MySQL, Elasticsearch, Redis.
- **Scripting & Automation**: Bash Script, Python.
- **Cloud Platform**: Amazon Web Services (AWS).
- **Other**: Analytical & Critical Thinking, Problem Solving, Continous Learning, Adaptability, Innovation, Project Management, Leadership, Collaborative, Decision Making, Time Management.