David Sugianto

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SUMMARY

Engineer with 5+ years of experience building scalable cloud infrastructure, observability systems, and FinOps automation for high-traffic e-commerce platforms. Proven track record reducing manual toil by 90%, achieving 100% L0/L1 service monitoring coverage, and enabling cost-optimized, outage-free scaling during peak campaigns through predictive capacity planning and data-driven automation.

EXPERIENCE

Platform Engineer · Cekat.AI Aug 2026 – Present

In progress — details coming soon.

Site Reliability Engineer · ByteDance Mar 2025 – Jul 2026

Engineer site reliability solutions focusing on platform engineering to deliver predictive capacity planning, SDLC analytics, and unified service metadata. Implement large-scale cloud migration automation, ensuring high availability and multi-VDC resilience for critical services.

- Designed and built a predictive capacity planning system using the Facebook Prophet framework to convert GMV/QPS forecasts into TCE infrastructure machine specs for Tokopedia peak campaigns, adopted by SRE teams since March 2026 across 8+ major promotional events (PayDay, Double Date, Ramadan), supporting up to $25.9M GMV per peak day and 58,000 cores while holding peak utilization to 20–45% and eliminating assumption-based provisioning.
- Built an SDLC analytics platform tracking 27 quality metrics across 36 engineering teams (segmented by Overall Tokopedia, C-End, and Developer Platform), eliminating manual reporting (5 engineers → 0) and enabling real-time quality insights for bug resolved rates of 94.44% (online) and 100% (P0) for leadership decision-making.
- Architected a unified service metadata platform consolidating 10+ systems into a single source of truth across 1,502 resources (761 TCE + 741 Non-TCE PSMs) and 22 teams, with real-time resource data ingestion (TCE/Redis/RDS) achieving 96.6% HA coverage and 100% multi-VDC resilience for P0/P1 services surfacing 50 HA and 20 cost-optimization recommendations for Tokopedia RD teams.
- Engineered automation and observability platforms for large-scale cloud migrations—reducing manual effort by 90%, cutting migration planning from 15 days to 1 hour for 200+ services, and providing real-time visibility into infrastructure health, migration progress, and cutover readiness for SRE teams.
- Onboarded 38 critical services to GEC observability standards (Success Rate, QPS, Latency) with 99.9% uptime monitoring, and delivered a GMV/P0 business-scenario monitoring dashboard covering 6 P0 scenarios with 50 monthly active users across SRE and engineering teams.
- Supported cross-functional migration of 50+ online applications to ByteCloud with zero critical incidents and <15 minutes downtime per service, validating readiness and monitoring post-migration health.
- Authored the SRE Observability Operation Handbook, cutting new SRE onboarding time by 40% and reducing incident escalations by 25%.

System Engineer · Tokopedia Mar 2021 – Mar 2025

Engineered FinOps and infrastructure automation initiatives for a high-traffic e-commerce platform. Managed Infrastructure as Code (IaC), built distributed event systems, and maintained system reliability through rigorous incident response and continuous improvement processes.

- Engineered a cloud cost platform integrated with Looker Studio and BigQuery for unified cost reporting, budgeting, and resource planning.
- Developed a centralized service inventory platform through providing full visibility into service configurations, dependencies, and infrastructure details information.
- Built a distributed event platform using Pub/Sub and Go to track cloud infrastructure lifecycle changes and drive automation workflows.
- Managed infrastructure as code with Terraform and Ansible, improving reproducibility, reducing provisioning time, and eliminating manual configuration drift.
- Independently handled on-call support and incident response, maintaining 99.9%+ system uptime across production infrastructure and platform services.
- Collaborated on post-mortems and RCA processes, driving continuous improvement in system reliability and MTTR.

DevOps Engineer · Halalnode Jul 2019 – Feb 2021

Architected and maintained foundational cloud operations, focusing on containerization, CI/CD pipeline standardization, and infrastructure automation. Deployed comprehensive monitoring stacks to ensure real-time observability and system health.

- Architected containerized infrastructure (Docker/Nginx) and engineered GitLab CI/CD pipelines, standardizing delivery and boosting deployment reliability.
- Automated infrastructure provisioning with Ansible, eliminating repetitive tasks and reducing manual effort by 90%.
- Deployed Prometheus/Grafana monitoring stacks for real-time system and application observability, accelerating incident response and improving uptime.
- Provisioned and maintained self-hosted PostgreSQL/MySQL databases via Docker, delivering secure, scalable data services for internal applications.

SKILLS

Cloud: AWS, GCP, Alibaba Cloud, ByteCloud, DigitalOcean
IaC: Terraform, Ansible, Packer, Helm
Containers: Kubernetes, Docker
Observability: Prometheus, Grafana, ELK, NewRelic
CI/CD: Jenkins, GitLab, ArgoCD, GitHub Actions
Languages: Go, Python, Bash
Data: BigQuery, ClickHouse, PostgreSQL, MySQL, Redis

EDUCATION

B.A.S. in Information Technology · State Polytechnic of Jember 2015 – 2019