

Alexander Jacqueline

Senior Fullstack Engineer — Applied AI

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PROFESSIONAL SUMMARY

Senior Fullstack Engineer with 6+ years building and operating revenue-critical fintech, marketplace, and logistics systems at national scale — including platforms processing tens of billions IDR in annual GMV, where minutes of downtime directly impact revenue. Recently designed and shipped a production human-in-the-loop AI customer-service platform end-to-end. Strong in applied AI system design, database performance engineering, and infrastructure cost optimization, with ownership across web, backend, mobile, and cloud.

TECHNICAL SKILLS

Languages: Go, TypeScript/JavaScript, Ruby, SQL, Dart

Frontend / Mobile: Next.js, Nuxt, Vue, React Native, Flutter, Expo

Backend: Node.js, Go, Ruby, GraphQL, REST

Data & AI: PostgreSQL (incl. pgvector), Redis, LangChain, RAG & LLM orchestration (Grok/xAI), human-in-the-loop guardrails

Cloud & Infra: GCP, Alibaba Cloud, AWS, Docker, Kubernetes, Terraform, Cloudflare AI Gateway

Testing & CI/CD: Go test, Jest, Vitest, GitHub Actions, GitLab CI/CD

Practices: system design, query optimization, payment integrity (idempotent flows), mobile release engineering (App Store + Google Play, Fastlane), observability, cloud cost optimization

EXPERIENCE

Wilopo Cargo — Senior Fullstack Engineer

Oct 2025 – Present

- Designed and shipped (solo, ~3 months) a human-in-the-loop WhatsApp AI customer-service platform, now in production — cutting average first-response time from ~2 hours (human baseline) to ~14 seconds end-to-end.
- Stack: Grok (xAI) via Cloudflare AI Gateway for observability, PostgreSQL + pgvector RAG over a CS-maintained FAQ store, with prompt and code-based guardrails enabling automatic handoff to human agents.
- Achieved 95% answer accuracy validated via CS-team pre-launch evaluation — built an impersonation feature so CS could red-team the AI as end-users before go-live.
- Architecting a migration from a tool-based chatbot to a skill/prompt-driven orchestration layer, enabling operations to update response logic without engineering releases.
- Scaffolded a new mobile platform (Go backend, Vue frontend) and designed an OAuth session bridge so legacy (Laravel) users migrated to the new stack without re-authentication; owned Flutter stabilization, maintenance, and App Store + Google Play release management.
- Led production cloud migration GCP → Alibaba Cloud with controlled cutover, ~50% infrastructure cost reduction (verified via billing comparison).

Bukalapak — Fullstack Engineer, Mitra Financial Service

Feb 2025 – Oct 2025

- Built partner-specific payment flows — fee segmentation, app-to-app transitions, and idempotent callback handling — on a revenue-critical platform with strict correctness requirements to prevent double charges, lost payments, and partner disputes.
- Validated payment states and maintained correctness during incidents caused by upstream migrations.
- Decommissioned 2 legacy services to cut infrastructure cost.

Bukalapak — Fullstack Engineer, Prakerja*Apr 2023 – Apr 2025*

- Diagnosed recurring production DB outages on a 9M-row transactional table via slow-query logs; applied targeted indexes and join decomposition (replacing heavy JOINS with controlled multi-query fetches), cutting DB CPU from 100% to <25%.
- Authored RFCs for staged query optimization to keep fixes low-risk.
- Led migration of transactions off the shared monolith to eliminate projected ~300M IDR in absorbed infrastructure cost.
- Platform processed ~73B IDR GMV/year.

Bukalapak — Fullstack Engineer, Logistics*Aug 2021 – Apr 2023*

- Promoted from frontend to fullstack engineer while maintaining logistics service stability.
- Reduced Google Maps API costs by ~\$300/month through request optimization (verified via cloud billing).
- Built device-based fraud prevention logic, saving ~IDR 100M/month (measured by product team).
- Integrated third-party courier APIs with caching and pricing logic.

Wiratek (consulting) — Frontend Developer*Feb 2021 – Aug 2021*

- Built the frontend of a banking internal audit system.

PT Evotech Distribusi — Software Developer*Sep 2019 – Nov 2020*

- Built enterprise applications on OutSystems for clients including Astra and ISS.

EDUCATION

Bachelor of Electrical Engineering — Institut Teknologi PLN, Jakarta*GPA 3.52/4.00*