

Jonathan Sitohang

IT OPERATIONS

Indonesia, ID | +62 82262699106 | jonathansitohang2902@gmail.com

Summary

IT Operations & Fraud Management professional with strong expertise in **investigative analysis, system reliability, and automation engineering**. Experienced in fraud investigations, executing mitigation actions aligned with SLA and regulatory requirements, and delivering accurate reports to OJK. Proven track record in optimizing infrastructure stability using **Grafana, Prometheus**, and **automation via Python/Bash**. Adept at backend development, REST API design, and cross-team technical collaboration. Recognized for strategic problem-solving, operational leadership, and building scalable, efficient workflows in high-availability environments.

Experience

Fraud Management Ops | LinkAja (via Kinarya Alihdaya Mandiri) July 2025 – Now

- Investigated user accounts flagged for suspicious activities based on incoming tickets, performing indepth analysis of behavioral data, transaction logs, and anomaly patterns.
- Executed mitigation actions in accordance with defined SLA, including account restrictions, transaction blocking, and escalation to internal security or compliance teams.
- Prepared and submitted fraud and scam reports to OJK and relevant authorities, ensuring regulatory compliance and accurate incident documentation.

IT Operations | Samsung R&D Institute Indonesia May 2023 – Sep 2024

- Monitored system performance 24/7 using Grafana and Prometheus on Docker and Linux.
- Automated and streamlined reporting processes with Python and Bash scripts.
- Deployed and managed applications using Docker and Docker Compose.

Back-end Web Developer | Freelance Aug 2021 – Apr 2023

- Creating RestAPI's and manage database.
- Collaborate with front-end to establish objectives.
- Analyzing codes and processes to troubleshoot problem for improvement areas.

Internship | PT Bukit Asam Tbk Dec 2020 – Jan 2021

- Analyzed the structure of the existing network infrastructure at PT Bukit Asam Tbk.
- Proposed improvements and development plans for the current LAN system.
- Reviewed potential use of Paramiko for automating tasks over the LAN.

Education

Sriwijaya University, B.Sc. in Computer Engineering

2018 - 2022

Indralaya, South Sumatra, Indonesia | GPA 3.48

Certifications

Certified Secure Computer User (CSCU) v3 | EC-Council

Oct 2024

ID: ECC9512780643 - JONATHAN SITO HANG

Ethical Hacking Essentials (EHE) v1 | EC-Council

Apr 2023

ID: ECC0726315849 - JONATHAN SITO HANG

FCF Cybersecurity | Fortinet

Oct 2023

ID: 5603121640JS

Projects

- Built a Grafana dashboard with Prometheus for real-time server monitoring.
- Created Python/Bash scripts to automate daily report generation, reducing manual work by 50%.
- Participated in the development and implementation of an RFID-based attendance system for a vocational high school, improving attendance tracking accuracy and efficiency.
- Currently developing a flexible AI module designed for easy deployment across multiple platforms, combining online AI services and offline language models to enhance performance and adaptability.

Skills & abilities

Programming & Scripting: Python, Bash, Git

Virtualization & Containers: Linux (Ubuntu), Docker

Monitoring: Grafana, Prometheus

DevOps & Automation: GitHub Actions, Jenkins, Ansible

API & Testing: Postman

Cloud Platforms: AWS, Alibaba

Tools: JIRA, Confluence

Contact Information

Email: jonathansitohang2902@gmail.com

Phone: +62 82262699106

LinkedIn: <https://www.linkedin.com/in/jonathan-sitohang/>

Location: Jakarta, Indonesia