



REVA HRISTO WIKI FONSECA

IT Infrastructure & AIOps Specialist

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PROFESSIONAL SUMMARY

Seasoned engineer with 7+ years of experience designing, managing, and optimizing enterprise-scale cloud infrastructure across multiple industries, supporting critical B2B and B2C production applications serving millions of users. Proven track record delivering AI-driven automation transformation for IT operations, most notably architecting a multi-agent AI system covering 20+ AWS accounts and 10+ Kubernetes clusters for Indonesia's largest telco cloud operations, recognized as a stellar AI enablement example across the IT infrastructure department. Currently directing AIOps R&D to streamline cloud operations through AI and automation for consistent SLA attainment.

CORE COMPETENCIES

AIOps & AI Automation • Agent Swarm • RAG & Knowledge Base • MCP Server • Human-in-the-Loop • Guardrails
Cloud Infrastructure • Container Orchestration • Hybrid Architecture • Infrastructure as Code • Cost Optimization
DevOps • CI/CD Pipeline • GitOps Workflow • Zero-Downtime Deployment • Monitoring, Logging and Traceability

WORK EXPERIENCE

Tech Mahindra

Senior System Engineer

January 2025 – Present

- Led R&D initiative with a team of 4 engineers to develop AI-driven automation workflows that streamline day-to-day cloud operations on production workload across 20+ AWS accounts and 10+ Kubernetes clusters.
- Built an automatic infrastructure anomaly detection which reduced MTTD from ~20 to ≤ 5 minutes; Further iteration integrated AI-assisted first-level RCA which reduced MTTR from ~30 to ≤ 10 minutes.
- Introduced an automatic MOP (Method-of-Procedure) checker that flags invalid steps pre-deployment, reducing review cycles from ~60 to ~20 minutes and increasing team's throughput from 1-2 to 4+ change requests per day.
- Developed an automatic AWS Direct Connect failover solution that eliminated manual switchover procedures, preventing IDR 79B+ in yearly revenue loss from recurrent fiber optic outage incidents.
- Architected a unified AI operations ecosystem integrating RAG knowledge base, MCP servers, and human-in-the-loop governance, establishing a scalable foundation for the CloudOps AI development continuation.
- Recognized as Innovator of the Month by Tech Mahindra's Chief People Officer in June 2025, driven by client-acknowledged AI enablement initiatives in cloud operations.

PT HM Sampoerna Tbk.

Senior DevOps Engineer

June 2024 – December 2024

- Led a team of 7 engineers in migrating highly critical application infrastructure from console-based to Terraform, enforcing consistent GitOps branching strategy across dev, staging, and production environments.
- Evaluated and standardized inherited legacy AWS configurations across 40+ accounts, ensuring alignment with global Philip Morris International security and governance standards.
- Reduced AWS infrastructure costs for SEA region by ~55% through rightsizing, reservation optimization, and elimination of redundant and unused resources.
- Eliminated 1-2 hours of daily repetitive service request tasks through targeted Jenkins automations, improving team operational efficiency by freeing team capacity for higher-value work.

PT Telkom Indonesia Tbk

DevOps Lead

April 2022 – May 2024

- Promoted to led the DevOps initiative leading a team of 4 engineers to architect an AWS ECS-based platform transitioning from 100+ monolithic AWS EC2 deployments to a scalable multi-tenancy cloud-native setups.
- Reduced AWS infrastructure costs by ~70% by rearchitecting regional migration from Singapore to Jakarta.
- Cut deployment time from ~10 to ~5 minutes through Bitbucket CI/CD pipeline implementation.

PT Telkom Indonesia Tbk

Technical Support Engineer

August 2020 – April 2022

- Reduced deployment time from ~40 to ~10 minutes through Terraform + Ansible provisioned pipelines.
- Reduced MTTR from ~30 to ~15 minutes through implementation of Grafana-based observability system.

BRIN - Aviation Technology Research Center

System Administrator

June 2020 - August 2020

- Rebuilt legacy HPC lab infrastructure by repairing 20+ broken nodes, avoiding new hardware purchases.

BRIN - Informatics Research Center

Junior System Administrator

February 2019 - December 2019

- Implemented configuration management using Puppet, ensuring infra consistency across 40+ HPC nodes.

PT Griya Mitra Persada

IT Support Lead

July 2018 - September 2018

- Achieved smooth operations leading a team of 5 across 50+ end-devices throughout the Asian Games event.

EDUCATION

UIN Syarif Hidayatullah Jakarta

2023

Bachelor of Computer Science

SMKN 3 Bogor

2016

Vocational Diploma in Computer Networks

TECHNICAL SKILLS

AI Automation – Amazon Bedrock, Microsoft Copilot Studio, Azure AI Foundry, Dify, n8n, UIPath, Power Platform

Cloud – AWS, Azure, GCP, Alibaba, Digital Ocean

Orchestration & Containers – Kubernetes, Docker

IaC & Config Management – Terraform, Ansible, Puppet

CI/CD – Bitbucket Pipeline, Jenkins, GitLab

Observability – Grafana, Datadog, New Relic, Elastic, Prometheus, PagerDuty

DevSecOps – Brinqa, Faradaysec, Sonarqube, Snyk, Trivy, Jfrog, Teleport, Vault, Burpsuite

Scripting & Languages – Python, Bash, Powershell, Go

ITSM & Documentation – ServiceNow, BMC Remedy, Confluence, Notion, SharePoint

CERTIFICATIONS

- AWS Certified Gen AI Developer – Professional
- AWS Certified DevOps Engineer – Professional
- AWS Certified Solution Architect – Professional
- AWS Certified ML Engineer – Associate
- AWS Certified SysOps Administrator – Associate
- AWS Certified Solution Architect – Associate
- AWS Certified Developer - Associate
- AWS Certified AI Practitioner
- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Azure Administrator Associate