

# Owen Tobias Sinurat

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## Professional Experience

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**Openway Group** / Global fintech, powering 100+ banks and processors across 60+ countries. Indonesia

**Junior Software Engineer** Dec 2025 – current

- Identified and resolved a long-standing, hard-to-reproduce production issue using observability data that triggered OpenAI jailbreak detection across 100+ user queries, significantly improving chatbot reliability and user experience.
- Researched the feasibility of implementing Graph RAG with the company's knowledge.
- Developed a TeamCity-based CI/CD evaluation pipeline for the RAG API using DeepEval, leveraging RAG-specific metrics (retrieval relevance, answer faithfulness, context precision/recall, etc) to automatically catch quality regressions before production.
- Applied advanced agentic AI-assisted development using Claude Code, leveraging sub-agents, hooks, and MCP-style orchestration to accelerate delivery while enforcing production-grade code quality, consistency, and reliability.

**Software Engineer Intern** Jun 2025 – Dec 2025

- Owned the end-to-end development of AINI, an internal RAG-powered chatbot designed to improve employee productivity by reducing information lookup time by ~90%.
- Re-architected the RAG ingestion pipeline, lowering token costs by ~80% while improving retrieval relevance and answer accuracy.
- Built application observability with Prometheus, Vector, and Grafana, introducing tracing and performance monitoring that reduced mean time to resolution (MTTR) by ~80% and improved incident detection.
- Implemented file-based ingestion using Haystack, enabling users to upload files directly in chat and query them; this also unlocked ingestion of internal company documents beyond Confluence and Jira, substantially expanding the chatbot's knowledge coverage.
- Conducted extensive benchmarking of 5 document parsing libraries, including 2 VLM-based parsers, selecting the best-performing solution tailored to the company's document formats and use cases.
- Built a background feedback worker that converts user feedback into Jira tickets, eliminating manual triage and ensuring 100% feedback capture.
- Scaled the system to ingest 1M+ documents (Confluence pages, Jira issues, and internal files), serving 200+ internal users, answering 5,000+ queries, and measurably improving employee productivity.

**ITB Directorate of Educational Dev.** / Department focused on technology-driven education development Indonesia

**Software Engineer** Oct 2024 – Feb 2025

- Migrated file storage from on-premises infrastructure to Azure, enhancing system performance and minimizing downtime by 65% on peak load with users reaching 20k+.
- Conducted penetration test remediation to resolve identified security vulnerabilities and strengthen overall system security.

**Varnion Technology Semesta** / Leading IT firm powering internet and managed services across Indonesia Indonesia

**Frontend Developer Intern** Mar 2024 – Sep 2024

- Built a no-code website builder used by external clients, primarily in the hospitality (hotels & accommodations) sector.
- Designed and implemented complex state management using Redux, including async data fetching, state persistence, and side-effect handling.
- Contributed across the full product lifecycle, from ideation and feature design to implementation and UI decisions, collaborating closely with the core team.

## Education

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**Institut Teknologi Bandung**

B. Eng in Informatics Engineering Aug 2022 - Jul 2026

## Projects & Achievements

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**Cak AI.** Built agentic workflows for multimodal content gen (image, video, audio).

**Spiderman.** AI intel platform with crawling agents and network graph to detect & takedown illegal gambling sites in Indonesia.

**ainstein.** Multimodal AI tutor that answers questions and auto-generates animated explanation videos.

**Head of IT ITB Fair 2024.** Led 30+ team to ship event website handling 5k+ peak concurrent users.

**Dir. of Ops KSEP ITB.** Led 5 engineers to build internal ops platform, improving info flow & org efficiency.

**3rd Place JIHS Hackathon 2025, Indonesia.** Built a decentralized EMR + data marketplace on Solana.

**1st Place PlayIT Hackathon 2024, Indonesia.** Built mobile app enabling visually impaired users to shop groceries independently.

**1st Place ICP Hackathon 2023, Indonesia.** Built a decentralized digital signature web app on Internet Computer (ICP).

**Skills:** NextJS, React, JavaScript, Typescript, SQL, Flask, FastAPI, Bun, Hono, Express, Vue, Java, Python, Claude, OpenAI, Golang, AWS, Prometheus, Datadog, Posthog, Product Engineering, Product Management, Product Strategy.