

Benedict Jeremiah Heriyanto

Software Engineer · 6+ Years · AI-Driven Engineering Productivity

Jakarta, Indonesia
benedict.jeremiah08@gmail.com
linkedin.com/in/benedictjeremiah

Software Engineer with 6+ years building scalable, high-performance web applications in JavaScript, TypeScript, and React, specializing in user-centric interfaces and global product expansion across international e-commerce platforms. Beyond writing code, I take a systems-thinking approach to how engineering teams operate, building AI-driven tooling that turns fragmented processes into structured, repeatable systems for myself and my teams.

JavaScript · TypeScript · React · Node.js · System Design · Spec-Driven Development · AI-Driven Workflow Automation · Design Thinking · Analytical Thinking · Performance Optimization · Cross-Functional Collaboration

EXPERIENCE

ByteDance, Software Engineer, TikTok Global (Product R&D & Infrastructure)

Jan 2026 – Present

Jakarta, Indonesia

Own internal platform reliability and engineering productivity, combining product iteration with production support and self-initiated AI-driven automation.

Product Iteration & AI Automation

- Applied system design and design thinking to architect an AI automation workflow and custom skillset that lets AI agents autonomously complete 90%+ of refactoring work per module, turning a manual bottleneck into a repeatable, self-serve process.

On-Call & Support

- Resolved ~22 internal technical tickets monthly through ~1 on-call rotation per month, with a median first response time of 27 minutes.
- Built a personalized AI-powered on-call assistant in ~3 days, combining automated triage, knowledge retrieval, and reply drafting; adopted by 3 frontend engineers and supported 64 post-launch tickets, contributing to a 49.9% reduction in average resolution time and an estimated 60-70% reduction in repetitive handling time per ticket.

ByteDance, Software Engineer, TikTok Shop SEA (Product R&D & Infrastructure)

Feb 2024 – Jan 2026

Jakarta, Indonesia

Maintained and scaled the TikTok Shop Seller Platform globally, delivering high-impact features across core product and onboarding workflows during organizational shifts.

Core Product Modules

- Mastered a new tech stack under tight deadlines to deliver a critical product-merge page, minimizing ramp-up time and accelerating time-to-market.
- Spearheaded core seller-facing modules (Add/Edit, Manage Product) using React, TypeScript, and Redux, improving workflow efficiency across Southeast Asian markets.
- Collaborated with cross-functional global teams to architect product modules for the US market, establishing a scalable frontend foundation for future regional expansion.

Developer Tooling Initiative (self-initiated)

- Led the creation of an MCP server bringing content and localization search directly into the code editor, reducing context switching when investigating unfamiliar modules.

- Proposed and structured an MCP-supported content-key generation workflow from screenshots and design inputs, making localization implementation more consistent and scalable.
- Enhanced MCP with multi-project support and authored usage documentation, driving adoption across multiple product areas.

Seller Onboarding

- Engineered seamless transitions between mobile web and native app experiences in the onboarding journey, reducing user drop-off on non-ideal platforms.
- Revamped the initial seller setup experience with stakeholders, driving a 7-point lift in Click-Through Rate (72% → 79%).

Tokopedia, Software Engineer (Web Platform)

Oct 2021 – Feb 2024

Jakarta, Indonesia

Owned features across Add/Edit Product, Manage Product, Promotion, Product Bundling, and Seller Education on the Tokopedia Seller Platform.

- Migrated the Article Detail page to a new framework, improving load speed and stability.
- Maintained platform stability by resolving bugs and writing unit tests for new features, minimizing downtime.
- Built reusable utility functions and hooks adopted platform-wide, improving developer experience and delivery speed.
- Designed a dynamic monitoring dashboard for cutover tracking, enabling seamless migrations.
- Cut GraphQL errors on the Seller Dashboard by ~50%, reducing false alerting.

WOW Teknologi Indonesia, Software Engineer

Dec 2019 – Oct 2021

Bandung, Indonesia

- Gathered requirements directly from clients and designed application workflows and databases (MySQL, PostgreSQL) to match their needs.
- Built full-stack, project-based software end-to-end, from Angular.js/React.js front ends to Laravel (PHP)/Java back ends, across multiple client engagements.

Anthem, Software Engineer (Adiwidya English Course)

Feb 2021 – Aug 2021

Bandung, Indonesia

- Delivered the Adiwidya English Course e-learning site (adiwidya-school.sch.id) in React from Figma prototypes.
- Applied Redux and Redux-Saga for clean, maintainable state management.
- Built custom hooks for multi-language support, expanding the site's reach to a wider audience.

Anthem, Full Stack Engineer (Havilla Tea)

Apr 2020 – Oct 2020

Bandung, Indonesia

- Delivered the Havilla Tea e-commerce site (havillatea.com) end-to-end, from database to UI.
- Designed the MySQL database and built the React front end from Figma prototypes.
- Built the Laravel back end, including a custom CMS for product catalog management.

EDUCATION

Institut Teknologi Harapan Bangsa

B.Comp.Sc. (Sarjana Komputer), Information Systems

2015 – 2019 · Dean's List

LANGUAGES

Indonesian, Native/Bilingual

English, Limited Working