

I Gede Agus Wibawa, S.T., M.T.

HEAD OF IT & DIGITAL TRANSFORMATION · SENIOR FULL-STACK & APPLIED AI ENGINEER

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OPEN TO WORLDWIDE RELOCATION · INDONESIAN NATIONAL · NOTICE PERIOD 2 MONTHS

11+	76	5	130+	60+
YEARS HOSPITALITY IT LEADERSHIP	VILLA RESORT IT PRE-OPENING DELIVERED	CORE HOTEL SYSTEMS MIGRATED & INTEGRATED	EMPLOYEES ON AN LMS I BUILT & RUN	LIVE APPLICATIONS DEPLOYED

EXECUTIVE PROFILE

Hospitality technology leader with **11+ years** running IT for luxury resorts, beach clubs and multi-outlet F&B groups in Bali — pre-openings, enterprise network builds, PMS/POS migrations, vendor and budget ownership. What sets me apart: I also **design and ship production software myself**. Applied-AI products built on Gemini and Claude APIs, Cloudflare and Supabase now run daily operations — from a 130-employee learning platform with AI reporting to an operations knowledge chatbot. Master's degree in informatics from Institut Teknologi Bandung (ITB).

PROFESSIONAL EXPERIENCE

Miss Fish Bali
NOV 2025 – PRESENT

Information Technology Manager & Apps Developer · Restaurant, bar & office group

- Own all IT infrastructure and 24/7 technology operations across high-volume dining, bar and office facilities, from POS to network fabrics.
- Directed the end-to-end network build for the new office: structured cabling, enterprise Wi-Fi, IP CCTV, cloud workspace integration and vendor SLA governance.
- Engineered **27 internal applications & automations**: production LMS for 130+ employees with Gemini-generated summaries, MF-AIA knowledge chatbot, offline-first emergency dispatch PWA and GM executive mobile dashboards.
- Lead vendor relationships, IT procurement and budget planning; primary escalation point for incidents, disaster recovery and preventive maintenance.

Anabhi Dev
MAY 2026 – PRESENT

Founder — Independent Applied-AI Engineering Practice · alongside full-time role

- Personal engineering practice and public portfolio: **128 tracked projects, 60+ live applications** on Cloudflare Pages, Supabase, Google Apps Script and Railway.
- Shipped public AI products: Career Suite (ATS CV optimizer) and BaliEats AI (culinary guide with the merged NutriBot nutrition assistant).
- Technology & digital transformation advisor to Jagadita Hospitality Consulting and Mahadaya Partners.

Kappa Senses Ubud
SEP 2022 – NOV 2025

IT & Communication Manager · Pre-Opening Team, 76-villa upscale resort

- Delivered the complete IT pre-opening from the ground up, from network backbone to guest-facing systems.
- Architected enterprise network for guest and back-of-house: fibre backbone, managed switching, segmented VLANs and cybersecurity controls.
- Launched IPTV in all 76 villas with custom hotel-guide content; deployed branded captive-portal Wi-Fi, PABX/IP telephony, CCTV and central file storage.
- Set up helpdesk and service-desk procedures for every department pre-opening.

CORE EXPERTISE

IT LEADERSHIP

Pre-opening projects · System migration · Budget planning · Vendor & SLA mgmt · Risk management · Business continuity · Disaster recovery · IT service desk

APPLIED AI & ENGINEERING

Gemini & Claude APIs · LMS & chatbots · Google Apps Script APIs · Cloudflare Pages / Workers · Supabase · TypeScript / ES6+ · Offline-first PWA · Dashboards · Three.js / WebGL

HOSPITALITY SYSTEMS

Infor HMS · Mews PMS · Agilysys InfoGenesis · Lightspeed POS · Infrasys · SunSystems · HotelTime · Vento POS · ESB POS · BlueLedger · Talenta · Datacom PABX · BEEEES · Libero Spa · Zero Accounting · Gaji.id

NETWORKING, SECURITY & CLOUD

Fortinet FortiGate · HPE Aruba · Mikrotik · Ruckus · Ubiquiti · Engenius · Allied Telesis · IP CCTV · Google Cloud · Active Directory · Windows Server · Linux

EDUCATION

Magister Teknik (M.T.) — Informatics
Institut Teknologi Bandung (ITB)
2006 – 2009 · GPA 3.39

Associate of Science — Business Administration
University of the People (USA)
2021–2023 · GPA 3.86 · High Honors

Bachelor of Engineering — Computer Science
Universitas Surabaya (UBAYA)
2001 – 2005 · GPA 3.27

LANGUAGES

English — Professional
Indonesian — Native

EXPERIENCE — CONTINUED

Soul Cafe's Group
APR 2021 – SEP 2022

Group IT Manager · 4 F&B outlets

- Oversaw IT for Shotgun Social, Soul in a Bowl, Soul on the Beach and Bacon & Eggs; led IT pre-opening for new outlets, including POS and network setup.
- Administered V-Soft POS across all outlets for data integrity and minimal downtime; built a unified digital ecosystem for front- and back-of-house.
- Managed annual IT budgets and led vendor negotiations across the group.

PT Aplikasi Pintar Indonesia (Digitels)
DEC 2020 – APR 2021

IT Network Specialist · Hospitality SaaS

- Deployed the pilot of Digitels' hospitality SaaS at Signature Seminyak Hotel — Smart Reception, Smart Access Control, Smart Guest Room and Smart Travel modules — and optimised the network for contactless, cashless guest services.

Signature Bali Sanur & Bali Water World
JUN 2019 – DEC 2020

Cluster IT Manager — Pre-Opening · New Nordic Group

- Led the full IT pre-opening of a 54-room boutique hotel and adjacent water park; planned and administered the entire IT pre-opening budget.
- Deployed Fortinet FortiGate 60E firewall, HPE Aruba E2530-48 core switching, Mikrotik CCR1009 backup routing and Aruba AP-303 wireless.
- Implemented the full hospitality stack: PMS, POS, accounting, HR, PABX, CCTV, guest Wi-Fi, TV channels and lobby music.

The Ungasan Clifftop Resort & Sundays Beach Club
MAY 2016 – JUN 2019

Project Manager — System Migration AUG 2017 – JUN 2019
IT Supervisor MAY 2017 – AUG 2017
IT Support MAY 2016 – MAY 2017

- Spearheaded migration from legacy VHP to **5 integrated systems** — Infor HMS (PMS), Agilysys InfoGenesis (POS), SunSystems (accounting), BEEEES (logistics), Datacom (PABX billing) — with full data continuity.
- Provisioned HPE ProLiant servers (DL380, DL160, DL60 Gen9) and QNAP NAS with automated backups; upgraded beach-club Wi-Fi to Ruckus T300 and CCTV to IP.
- Re-engineered the property network from wireless-dependent to a full fibre-optic backbone; launched branded captive-portal hotspots at Selatan and Sundays.
- Earlier supported LAN, Wi-Fi, Active Directory, Windows Server, Mikrotik and Google Workspace for 54 users and 12 POS terminals; ran system training and service-desk onboarding for all HODs.

PT Putri Bintang Sentosa — Boost Juice Bars
OCT 2015 – MAY 2016

IT Support & EDP

- Maintained IT, network, CCTV and inventory systems across 3 store locations.

HONOURS & AWARDS

- **UoPeople Ambassador** — University of the People (2025 – Present)
- **Employee of the Quarter nominee** — "Top Three Magician of the Quarter", The Ungasan Clifftop Resort (2017)
- **Winner** — Social Media Contest, Indonesia Security Summit 2018
- **Marlboro The Ride 2007** — joined the winner on a 10-day, 2,800 km US road trip

CERTIFICATIONS

ARTIFICIAL INTELLIGENCE

- AI Productivity & AI API Integration for Developers — Hacktiv8 × Google.org, 2026
- Microsoft Applied Skills: Generate Reports with AI Research Agents (2026)
- Elements of AI & Building AI — University of Helsinki
- Google AI Essentials — Google
- Artificial Intelligence Fundamentals — IBM SkillsBuild

NETWORKING & SECURITY

- Certified Network Security Specialist (CNSS) — ICSI, UK
- Fortinet NSE 1 & NSE 2

CLOUD PLATFORMS

- AWS: .NET on AWS, IAM, S3 Basics
- Google Cloud Industrial IoT — Coursera
- Microsoft Azure Essentials — GreatLearning
- Alibaba Cloud: Cloud Computing Operate & Manage

MANAGEMENT & STRATEGY

- Project Management Essentials Certified (PMEC)
- Innovation & Entrepreneurship; Product Management — Stanford University
- Agile Project Management; PMP Masterclass — IT Masters, Charles Sturt University

LINKEDIN SKILL ASSESSMENTS

Agile · Android · HTML · JavaScript · Microsoft Azure · Excel · SharePoint · Windows Server

SELECTED SOFTWARE & AI PROJECTS

Miss Fish Bali LMS + AI Intelligence — 2026 – PRESENT

Production learning platform for 130+ employees: course delivery, quiz engine with cheating detection, automated certificates and Gemini-generated daily/monthly training reports. Cloudflare Pages + Supabase; live since October 2026.

Internal platform — walkthrough available on request

MF-AIA — Operations AI Assistant — 2026 – PRESENT

Context-aware conversational assistant for restaurant operations, integrated with internal workflows and powered by the Gemini API; answers routine staff questions without escalation.

Internal platform

Career Suite — AI Career Platform — 2026 – PRESENT

ATS CV analyser, cover-letter generator, LinkedIn optimiser and job-match analysis on the Gemini API.

anabhidev.com/Career-Suite

BaliEats AI — Culinary Assistant — 2026 – PRESENT

Gemini-powered guide to local Bali dining with area search, cultural food stories and dietary filters — now with the merged NutriBot calorie calculator and meal planner.

anabhidev.com/BaliEats-AI

Client Platforms & Portfolio — 2026 – PRESENT

8+ client platforms — Inner Peace Bali, Jagadita, Mahadaya Partners, Patra Legal, Delanswit, Raja Siomay — plus automation bots, dashboards, Telegram bots and 3D web experiences.

anabhidev.com/portfolio

SPEAKING & INDUSTRY

- **Speaker** — BV E-Talk #23 "Next-Level Hospitality: How AI is Revolutionizing Your Guest Experience" (Sep 2023).
- **Speaker & Author** — IEEE Eii-Forum: "Teknologi WiMAX untuk Operator Seluler di Indonesia" (2008).
- **Trainer** — Butler training & Google Workspace optimisation for HODs, The Ungasan Clifftop Resort (2017).
- **Delegate** — DCD>Connect APAC 2026 (Data Center Dynamics); Extreme Networks Technology Update (2018); Cisco "Going Beyond Guest Wi-Fi" (2019); Aruba, IBM Security and HPE GreenLake programmes (2020); 15+ further cybersecurity, IoT and hospitality-tech summits (2020 – 2023).

IN THEIR WORDS — LINKEDIN RECOMMENDATIONS

> *"The best IT expert I have been working with. He contributed a lot in both pre-opening and post-opening of Signature Bali Sanur... set up all hardware and software configuration, interfacing and system security including PMS and POS, in a timely manner and beyond my expectation."*
>
> **Viveka** — Hotel Business Expert Advisor · managed directly · Feb 2021

> *"Efficient and quick to action... I have seen him solve many IT issues, always with a smile, no matter how big or small."*
>
> **Natalie Cadell** — General Manager, Operations & Commercial Leadership · May 2018

> *"He has the passion to learn anything to upgrade his skill in IT Hospitality... a good example of what IT Hospitality should be."*
>
> **Armika Jaya** — Director of IT, Potato Head Group · mentor · Oct 2019

> *"A hard worker. He knows everything about IT, working fast, attention to detail... actively participates in the IT community."*
>
> **Anindita Widyasari** — Asst. Director of Weddings, The Ungasan Clifftop Resort · Apr 2019

PROFESSIONAL REFERENCES

Anak Agung Gede Agung Satria Wibawa
General Manager, Miss Fish Bali

Ade Satria Kusuma
Director of HR, Soulshine Bali

Viveka Nanda
Director Operational, Sari Pacific Jakarta

Armika Jaya
Director of IT, Potato Head Group

Ray Sugiarto
Co-Founder, Indonesian CIO Network (ICION)

Budi Utomo
Corporate Head of IT, The Seminyak Beach Resort & Spa

Wayan Anggi Budiastra
Owner, Asoka Hotel Sanur

Contact details available on request.