Jakarta, Indonesia

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Iqbal Fachrian

Linkedin

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Experienced QA tester at PT. Bank Mandiri (Persero) tbk, focusing on the Digital Wealth of Livin' by Mandiri project. Expertise includes executing 100+ test cases in UAT across iOS and Android platforms, adeptly identifying and addressing bugs to prevent launch delays. Collaborated effectively with developers, resulting in a 20% decrease in overall defects and a 15% enhancement in software quality. Skilled in leadership, managing teams and driving continuous improvement in QA processes.

Work Experience

QA Manual Tester   **PT. Bank Mandiri (Persero) tbk**   **July 2023 - Present**

Livin' by Mandiri   Jakarta, Indonesia

● Executed over 100+ test cases in the UAT environment across iOS and Android platforms for the Livin' by Mandiri, proactively identifying and reporting bugs that prevented potential launch delays

● Collaborated with developers to identify and resolve software defects, resulting in a 20% decrease in overall defect count and a 15% improvement in software quality

● Experience in leading activities: running teams of 1-4 people in digital wealth investment of livin' by Mandiri, setting-up and continuous improvement of basic QA processes (coordinating and monitoring)

● Documented and reported software defects using JIRA, resulting in a 100% resolution rate within the designated time frame.

QA Automation   **PT. Bionic Teknologi Indonesia**   **Apr 2023 - June 2023**

                                            Jakarta, Indonesia

● Executed test cases using Cypress framework to validate the functionality and performance for 2 web projects application

● Collaborate with the 5 application developer to identify and resolve compatibility and functionality issues arising from changes to the front-end website

● Compile comprehensive and easy-to-understand test result reports for communication to the CTO, including bug findings and impact analysis

Customer Service   **PT. Herbalife Indonesia**   **Sept 2020 - Des 2022**

                                            Jakarta, Indonesia

● Resolved 80% of customer inquiries within 5 minutes, exceeding customer satisfaction expectations

● Receive inquiries from Herbalife members and collaborate with the audit team to solve the inquires

● Assist Herbalife Indonesia in reaching their monthly sales target (15.000 vp)

Education

- **Computer Science,** Institut Teknologi dan Bisnis Swadharma   **2017 - 2021**
  GPA 3.49
- **Full-stack Web Development Bootcamp,** Binar Academy   **2022**
- **Quality Assurance Bootcamp,** Eduwork   **2023**

Skills

- **Hard skills :** SDLC, Regression testing, Smoke testing, JIRA, Trello, mySQL, Jenkins, Kibana, Postman, Cypress, Mobile device compatibility
- **Soft skills :** Communication, attention to detail, analytical thinking, adaptability, teamwork

CERTIFICATIONS

Quality Assurance   **2023**
Eduwork

Certificate of Competencies - Jubelio Quality Assurance   **2023**
Rakamin Academy

Full-stack Web Development   **2022**
Binar Academy

Architecting on AWS (Membangun Arsitektur Cloud di AWS)   **2021**
Dicoding Indonesia