

## **MOH. RAMADAN**

### **Quality Assurance Analyst**

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## **SUMMARY**

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I am a QA Analyst with over three years of experience in ensuring software quality. I possess strong verbal and written communication skills and am adept at explaining complex software issues in a clear and understandable manner. Through effective testing strategies, I significantly minimized bug leakage into production, achieving a reduction of up to **95%**.

## **EXPERIENCE**

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### **NNTRAVEL LLC (ARAB SAUDI)**

QA Specialist - Part Time (Oct 2025 - Dec 2025)

- Performing comprehensive testing on mobile and admin features to identify functional, usability, and edge-case issues.
- Validating end-to-end booking flows, including reservation creation, status updates, and cancellations.
- Ensuring each feature meets business requirements, functional specifications, and user experience standards.

### **KUKU FM (MUMBAI, INDIA)**

QA Specialist - Part Time (May 2025 - Aug 2025)

- Conduct thorough testing of Android applications to identify bugs and usability issues.
- Evaluate and document non-compliant areas of the product.
- Provide feedback to improve system performance and consistency.

Content Analyst - Part Time (May 2025 - Aug 2025)

- Analyze video content to extract 10–15 minute highlight segments and marketing materials.
- Review and edit 2-minute advertising scripts to ensure proper grammar and natural-sounding Indonesian.
- Offer insights on which content segments are most suitable for marketing purposes.

### **PT. ALPHA TECH INDONESIA (SIDOARJO, INDONESIA)**

Generalist (July 2024 - June 2025)

- Train marketing team to ensure they understand the product thoroughly.
- Conduct deep research to support new app development and environment creation.
- Presented development plans and gathered requirements from potential clients.

Operations Team Member (June 2024 - June 2025)

- Managing client interactions, assisting with data entry and content management for customer websites.
- Developing marketing materials, organizing and preparing for meetings.

Quality Assurance Analyst (May 2022 - June 2025)

- Validating features to meet client expectations, reducing the risk of critical bugs, conducting thorough testing to deliver a dependable product .
- Providing detailed bug reports to ensure effective resolution.

### **SSR (MALANG - SIDOARJO, INDONESIA)**

Purchaser (Feb 2024 - Oct 2024)

- Managed supplier relationships, monitored inventory, and ensured timely procurement.
- Guaranteed production needs were met to maintain consistent product quality.

Sales Representative (Feb 2024 - Oct 2024)

- Expanded market reach through strong sales and negotiation skills.
- Built relationships with school administrators and canteen managers to support product distribution.

### **LITTLE MISS HAMPERS (MALANG, INDONESIA)**

Bag Designer & Tailor (Sep 2021 - Dec 2022)

- Designed and created custom bags tailored to client needs.
- Performed precision sewing to ensure product quality and durability.

### **BPJS KETENAGAKERJAAN (MALANG, INDONESIA)**

Administration Assistant - Internship (Apr 2021 - Dec 2021)

- Handled administrative tasks using Microsoft Word, Excel, and Canva, engaged in customer interaction and participated in outreach through various platforms.

## **EDUCATION**

**SMK 4 Malang - Software Engineering (Vocational High School)**  
(2019-2022)

## **LANGUAGE**

- Indonesia (Native)
- English - C2
- Japanese - N4

## **CERTIFICATION**

- Agile Requirements Analysis - 2024
- EF SET English Certificate (C2 Proficient) - 2024
- MongoDB and the Document Model - 2023
- Indonesia's Professional Certification Institution - Software Engineering (88 Points) - 2022

## **SKILL**

- System & Requirement Analysis
- UML Diagram (Use Case, Flowchart, dll)
- Software Testing
- Critical Thinking
- Technical Communication (Presentation)
- Frontend Developer
- UI Designer