

NATHAN SISWANTO

San Francisco, California | (C) (818) 631-9598 | nathan.siswanto@gmail.com

- www.nathansiswanto.me

EXPERIENCE

Quality Assurance Review
Procedural Documentation

Project Management
SQL

WORK HISTORY

SEPTEMBER 2016-FEBRUARY 2017

Associate Product Manager | Eaze | San Francisco, CA

- Briefed key stakeholders regarding ongoing issues and their development status
- Created technical specs for the Engineering, Design, and Product teams
- Communicated new products and features to internal stakeholders
- Documented and prioritized issues that arose from internal and external sources
- Communicated the vision and reason to build new products and features
- Played a dual role as a Project and Product manager
- Spec'ed and launched SEO optimized Product and Brand pages

SEPTEMBER 2015-SEPTEMBER 2016

Quality Assurance Analyst | Eaze | San Francisco, CA

- Developed and deployed test plans for each build of mobile and desktop applications
- Documented new features and developed operational procedures for feature releases
- Coordinated with multiple departments to prepare for launch of new products and features
- QA'd the rebuilding of the website

JUNE 2015-SEPTEMBER 2015

Customer Success Specialist | Eaze | San Francisco, CA

- Identified and supported mitigation of potential issues by coordinating with internal teams
- Led technical support for newly developed medical consultation service
- Documented software tutorials for the internal team
- Provided live chat, email, and phone support

JUNE 2014-MAY 2015

Quality Assurance Analyst & Marketing Coordinator | Swim | Santa Monica, CA

- Provided product feedback and detailed bug reports from end-users to engineering and management teams
- Represented Swim at events and conferences by introducing and demonstrating key product features
- Tested new builds of the native mobile application

EDUCATION

2017

Certification: Product Management
General Assembly, San Francisco, CA

2014

Bachelor of Science: Business Management and Finance
California State University Northridge, Northridge, CA