NATHAN SISWANTO

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EXPERIENCE

Quality Assurance Review   Project Management
Procedural Documentation   SQL

WORK HISTORY

SEPTEMBER 2016-FEBRUARY 2017

Associate Product Manager | Eaze | San Francisco, CA

- Communicated with key stakeholders to address high-level issues and their status
- Created technical specs for the Engineering, Design, and Product team
- Informed internal stakeholders regarding the launch of new products and features
- Documented and prioritized issues that arose from internal and external sources
- Shared the vision why to build new products and features
- Played a dual role as a Project and Product manager
- Product managed through two rounds of funding

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 develop any necessary operational procedures for features
- Coordinated with multiple departments to prepare for launch of new products and features
- QA'd the rebuilding of the website (generated 50k+ users in 6 months)

JUNE 2015-SEPTEMBER 2015

Customer Success Specialist | Eaze | San Francisco, CA

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

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