Suhendar, S.T.

Sr. SQA Engineer | Manual & Automation Test | Performance Test | Test Strategy

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PROFESSIONAL SUMMARY

Software Quality Assurance Engineer with 7 years of experience in ensuring software quality through manual testing, test automation, and performance testing. Experienced in designing and executing comprehensive test strategies that align with business goals and project requirements. Adept at leading QA processes, identifying critical defects, and implementing automation frameworks to optimize testing efficiency. Strong background in cross-functional collaboration with developers, product owners, and stakeholders to deliver reliable, high-quality software products. Recognized as a Sr. SQA Engineer with the ability to mentor teams, improve testing practices, and contribute to continuous improvement initiatives.

WORK EXPERIENCE

Automation Test Lead
BSI Bank (Outsourced via Altek Citra Cemerlang)   **January 2025 – July 2025**

- Lead regression testing based on user requirements.
- Managed automation engineers in scripting and maintaining test automation.
- Coordinated with manual testers and users to identify automation candidates.
- Reviewed automation scripts to ensure quality and reusability.
- Maintained documentation for automation and test processes.
- Reported Automation test results to Developer Team and User.
- Logged and tracked bugs until resolution.

Sr. Software QA Engineer
Maybank Indonesia (Outsourced via Innovadz Global)   **April 2024 – September 2024**

- Created Test Cases according to UI/UX design and User stories boards.
- Executed exploratory, smoke, sanity, and regression tests during the SIT phase.
- Automated Script Tests at least 70% according to the test cases created.
- Reported test results to QA Manager / IT Solution Architect
- Regression test with automation and manual test before release to UAT phase.
- Logged and tracked bugs until resolution.

Sr. Software Test Engineer
Adira Finance   **January 2023 – April 2024**

- Developed End-to-End (E2E) automation tests for web and mobile applications.
- Reviewed test scenarios and collaborated with manual testers and technical writers.
- Executed regression tests prior to the UAT phase.
- Designed and implemented test data management strategies, including data-driven testing.
- Reported test progress and results directly to the LOS IT Manager.
- Logged and tracked bugs until resolution.

IT Performance Test Coordinator
Bank Mandiri (Outsourced via Avows Technology)   **August 2022 – January 2023**

- Reviewed prerequisite documents with the team across multiple products prior to release.
- Supported performance test scripting and collaborated with QA team members.
- Analyzed performance test results and conducted server monitoring.
- Coordinated performance test findings with BE Developers, DevOps, infrastructure, and DBA teams.
- Reported performance test progress and results to the Lead IT Solution Architect.
- Assisted in scripting automation tests.
- Logged bugs and tracked issues through to resolution.

Software QA Engineer
Serasi Autoraya – IBID (Outsourced via Sigmatech)   **January 2021 – December 2021**

- Created test cases based on UI/UX designs and user storyboards.
- Performed manual and automation testing for web and mobile applications.
- Analyzed test results and collaborated with the development team to resolve issues.
- Assisted with performance and penetration testing when required.
- Conducted test result demonstrations for the development team and product owner.
- Logged and tracked bugs through to resolution.

Automation Test Engineer
CIMB Niaga Bank (Outsourced via Infosys Solusi Terpadu)   **October 2019 – December 2020**

- Performed exploratory testing prior to defining automation test cases.
- Created test cases based on BRD documents, UI/UX designs, and user stories.
- Defined automation test case documentation.
- Developed automated test scripts for web and mobile applications.
- Executed regression tests during the SIT (System Integration Testing) phase.
- Reported testing progress to the QA Lead.
- Logged, tracked, and followed up on bugs until resolution.

IT Quality Assurance
Pertamina Persero (Outsourced via Infomedia Solusi Humanika)   **March 2018 – October 2019**

- Reviewed manual test case documents.
- Created and enhanced automation test scripts.
- Built CI pipelines to run regression tests.
- Analyzed test results and reported defects/bugs to the development teams.
- Assisted in performance testing activities when required.
- Supported the design and implementation of CI/CD pipelines to automate releases to servers.

EDUCATION

Bachelor of Informatics Engineering
State Islamic University (UIN) Sunan Gunung Djati, Bandung   **Graduated: February 2017**

SKILLS

- Playwright Framework
- Katalon Studio
- Selenium
- Appium
- Postman
- JMeter
- K6
- Load Runner
- UFT One
- Git
- SQL Query
- Jenkins, GitHub, and Gitlab CI/CD
- Manual, Automation Testing (Web, Mobile, and API)
- Test Management (Zephyr, Azure Test plan, and X-Rail)
- Data-Driven Testing (Database & Excel File)
- Compatibility & Cross-Browser Testing
- Functional, E2E, Exploratory, Smoke, Sanity and Regression Testing
- Dry Run, Stress, Load, and Endurance Test
- Log Monitoring (Chucker Mobile, Kibana, and Grafana)
- Test Cases and Summary Standard Document
- SOP-Test Strategy Documentation
- Technical Standard Automation Test Documentation
- Regression Test Report Documentation

INVOLVED IN TESTING APPLICATIONS

- Web New CMS (Cash Management System) – BSI Bank
- Web SME Digital Maxi – Maybank
- Mobile, and Web Sales, Partner, Surveyor, Web LOS (Loan Origination System), and Web Billing – Adira Finance
- Web New BDS, Livin Mobile, and Web New Simple – Mandiri Bank
- IBID Mobile, MAP (Market Auction Price), and ACV (Astra Car Valuation) – Serasi Autoraya
- Octo Mobile & Web Octo Click – CIMB Bank

Etc.

CERTIFICATIONS

- **2025** – Udemy: *Playwright Framework and TypeScript with Cucumber BDD*
- **2025** – Udemy: *OpenText UFT One 24.X – Advanced with GenAI*
- **2024** – Katalon Inc.: *Katalon Practitioner Level Certification*
- **2023** – Udemy: *Advanced API Automation Testing with Katalon Studio*
- **2019** – Microsoft Workshop: *PLUS TFS Testing*
- **2019** – Microsoft Workshop: *TFS 2018 Essentials*
- **2024** – Effective Communication Skills
- **2014** – UPI: *National Seminar – Smart City and The Future Technology*
- **2012** – BJ.COMP Training Center: *Microsoft Office Course*
- **2012** – UIN SGD Bandung - SAINTEK: *IT Security Management, Governance & Techniques*

Etc.

Language

- **Indonesian (Native)** — Listening, Speaking, Reading, Writing

- **English (Intermediate/Working Proficiency)** — Listening, Reading, Writing