



FAISAL MUHAMMAD

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Jakarta

About

Faisal is a dedicated and results-driven QA Engineer with over 4 years of hands-on experience in ensuring the quality and reliability of software products. Proven expertise in various testing methodologies including Manual and Automation Testing, well-versed in SDLC, and proficient in QA testing processes.

Work Experiences

BRI Insurance - Jakarta

Jun 2024 - Present

Quality Assurance Engineer

Primary focus is the B2B production environment, where ensure the quality and system integrity of our key partnership products, particularly Credit Insurance (Asuransi Kredit).

- Execute manual and automated testing on web-based insurance applications to ensure optimal functionality, performance, and user experience.
- Perform API testing using Postman, validating data integrity and service integration across multiple systems.
- Design, maintain, and execute comprehensive test cases, covering functional, regression, integration, and end-to-end testing scenarios.
- Using Katalon Studio for automation of API and web test cases
- Conduct performance and load testing using Apache JMeter to evaluate system responsiveness, stability, and scalability.
- Validate backend data using SQL queries, ensuring between frontend behavior and database records.
- Track and manage bugs using JIRA, collaborating closely with developers, business analysts, and stakeholders .
- Work within Agile (Scrum) and Waterfall methodologies for sprint planning, daily stand-ups, testing cycles, and UAT sessions.
- Actively contribute to the continuous improvement of QA practices, test automation coverage, and process documentation.

Pitjarus Teknologi - Bekasi

Jun 2022 - Aug 2024

Quality Assurance Engineer

Pitjarus Teknologi is a technology company specializing in providing software solutions to support the digital transformation of businesses, especially in the goods distribution and Fast-Moving Consumer Goods (FMCG) sectors.

- Designed and implemented test plans based on requirements from 15+ stakeholders, including in-depth requirement analysis and validation.
- Collaborated closely with product owners and stakeholders, contributing to project estimation, test scheduling, resource allocation, and release management.
- Maintained and managed quality assessment databases, ensuring traceability and continuous quality improvement.
- Performed comprehensive software testing (black box, white box, regression, functional, usability, and UAT) prior to production releases.
- Identified, logged, and tracked bugs in an Agile environment, contributing to a 25% improvement in product quality through efficient issue resolution.
- Applied a variety of testing techniques including sanity testing, smoke testing, and regression testing, ensuring end-to-end software validation.
- Executed rigorous database testing using SQL with tools such as phpMyAdmin and other MySQL-compatible platforms to validate data consistency and integrity.

Mandiri - Jakarta

Aug 2021 - Jul 2022

Quality Assurance

Quality Assurance for a project titled: "Mandiri Cash Management"

- Create documentations regarding testing execution for the developed products.
- Led the end-to-end testing of critical banking applications, ensuring compliance with industry regulations and standards.
- Set the estimated processing time and ensure that all product tests can be finished on time.
- Collaborated closely with cross-functional teams including developers, business analysts, and project managers to identify, prioritize, and address software issues during the development lifecycle.
- Develop SIT and/or UAT Phases.
- Proactively identified opportunities for process improvement, implementing initiatives that increased the overall efficiency of the QA team.
- Stablished and maintained comprehensive documentation for test cases, testing processes, and quality assurance best practices, ensuring a standardized approach across projects.

Pitjarus Teknologi - Bekasi

Jan 2020 - Jun 2021

Junior System Analyst

Pitjarus Teknologi is a technology company specializing in providing software solutions to support the digital transformation of businesses, especially in the goods distribution and Fast-Moving Consumer Goods (FMCG) sectors.

Education Level

Universitas Gunadarma - Depok

Apr 2015 - Aug 2019

Bachelor of Information System, 3.26/4.00

Skills, Achievements & Other Experience

- **Career Achievement at Pitjarus Teknologi (2024):** Innovating load testing using Jmeter Tools
- **Career Achievement at Pitjarus Teknologi (2024):** Innovating Security testing with SQL Injection
- **Career Achievement at Pitjarus Teknologi (2024):** Innovating Automation test using Katalon Studio
- **Career Achievement at BRI Insurance (2024):** Best Employee of the Month in TSI Division (August 2024)
- **Career Achievement at BRI Insurance (2025):** Best Employee of the Month in TSI Division (February 2025)