

# Jamal Balya

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## Profile Summary

Highly experienced QA professional with 13+ years of expertise in automation testing, manual testing, API testing, and test documentation across industries such as FinTech, IT Consulting Bank, Retail, and GovTech Education. Skilled in driving quality assurance initiatives, leading cross-functional teams, and implementing process improvements. Proficient in SQL, IBM DB2, PostgreSQL, Python, and QA automation frameworks. Proven track record in improving testing processes, reducing production defects, and delivering high-quality software solutions.

## Skills & Proficiencies

- Automation Testing (Selenium, Gherkin Syntax)
- Manual Testing, API Testing, Performance Testing & Test Documentation
- Python Programming
- SQL, IBM DB2, PostgreSQL
- Quality and Process Improvements
- Test Automation Frameworks
- Leadership & Team Management
- Risk Assessment & Issue Mitigation
- Agile & Scrum Methodologies

## Work Experience

### Software Quality Analyst | GovTech Edu

Nov 2023 – Present

- Developed and executed comprehensive test plans and strategies using a context-based approach.
- Conducted both manual and automated testing, improving product quality and reducing defects.
- Coordinated with engineers to integrate automation scripts, reducing manual testing time by 40%.
- Defined quality metrics and exit criteria, ensuring timely and successful product releases.

### **QA Lead | PT Sejahtera Lunaria Annua (Koinworks)**

Aug 2022 – Mar 2023

- Led a team of QA engineers, coordinating QA activities across multiple projects.
- Improved test coverage by 20% through the introduction of automated testing tools and techniques.
- Managed the full testing lifecycle, from test planning to execution and reporting.
- Reduced critical production defects by 15% through enhanced testing processes.

### **IT Quality Assurance Manager | PT Geekseat Indonesia**

Jan 2020 – Jul 2022

- Oversaw a team of 13 QA professionals and 2 technical writers, improving overall team productivity.
- Implemented best practices that led to a 25% reduction in testing time and a 30% increase in testing efficiency.
- Conducted risk assessments and impact analyses to proactively identify and mitigate potential issues.
- Introduced new QA tools, improving defect detection rates by 20%.

### **IT Technical Lead QA | PT Mitra Adiperkasa Tbk**

Jan 2019 – Jan 2020

- Managed the QA team, overseeing the testing and release of software products.
- Optimized team workflows, increasing productivity by 10% and reducing testing time by 20%.
- Led cross-functional collaboration with development and business teams, ensuring product quality and timely releases.

- Managed Project BI for Tableau and Nintex, improving reporting systems and operational efficiency.

### **Quality Control | PT Collega Inti Pratama**

Feb 2014 – Dec 2016

- Conducted functional and end-to-end system tests for banking migration projects.
- Coordinated UAT with clients, resolving 90% of reported issues before production release.
- Developed SIT test plans and executed comprehensive testing strategies to ensure application stability.
- Led cross-functional teams in resolving database and application bugs, improving system performance.

### **Education**

#### **Bachelor of Economics | Sekolah Tinggi Ekonomi Indonesia (STEI)**

1999 – 2004

### **Certifications**

- Six Sigma Green Belt Certification | Udemy | Jun 2024
- Six Sigma Black Belt Certification | Udemy | Jun 2024
- Software Testing Foundation: iSQL CTFL-001 | BrainmaticsID | Apr 2016
- Advanced-level Test Manager: ISTQB Certification | Udemy | Jul 2020
- Agile and Scrum Fundamentals | Skill Academy | Mar 2020
- Introduction to Artificial Intelligence for Business | Skill Academy | Mar 2020

### **Languages**

- English (Fluent)
- Indonesian (Native)