

NOBUATSU AOKI RAIHAN DEWANGGA

QA Manual Engineer / IT Production Support Specialist

Bekasi Regency | +62 896 8216 4303 | aokinobuatsu29@gmail.com | linkedin.com/in/nobuatsu-aoki

PROFESSIONAL SUMMARY

Detail-oriented QA Manual Engineer with a strong background in IT Production Support within the banking sector (BTPN Syariah). Experienced in Agile/Scrum methodologies, functional testing, bug reporting, database log analysis using SQL Server & DBeaver, and API testing via Postman. Proficient in incident management (Jira/ServiceNow), test documentation, and cross-functional collaboration to ensure high software quality and system stability.

SKILLS & COMPETENCIES

Tools & Technologies: SQL Server, DBeaver, Postman (API Testing), Jira, ServiceNow, Confluence, Technical Documentation, SOP & SLA Compliance.

Methodology: Agile / Scrum (Daily Scrum, Refinement, Sprint Planning, Sprint Review, Retrospective).

WORK EXPERIENCE

IT Production Support Specialist (Project: BTPN Syariah)

March 2022 – June 2026

PT Jedi Global Teknologi | South Jakarta

- Actively participated in Scrum ceremonies such as Daily Scrum, Refinement, Sprint Planning, Sprint Review, and Retrospective with the development team.
- Conducted rigorous functional testing and systematic bug reporting through issue-tracking operations using Jira and ServiceNow.
- Analyzed system error logs and investigated root causes using SQL Server and DBeaver to isolate bugs effectively.
- Utilized Postman to execute API testing and validation on core banking workflows.
- Validated critical business processes such as End of Month (EOM) closing cycles to ensure data integrity and end-to-end system workflows.
- Documented ticket details, issue chronology, reproduction steps, and resolution results in a structured tracking system.

IT Support Intern / UI-UX Designer

April 2019 – October 2019

PIDK Universitas Brawijaya

- Supported testing activities for web-based and Android application development projects.
- Conducted basic troubleshooting and functional verification checks for internal institutional applications.

EDUCATION

Universitas Brawijaya

2017 – 2021 | GPA: 3.50 / 4.00

Diploma III in Information Technology

Relevant Coursework: Software Testing & Troubleshooting, Systems Analysis and Design, SQL Database, Database Systems, Algorithms and Programming, Web Programming (HTML, PHP, JavaScript).