

Inas Zahra

Business Analyst | Quality Assurance | Project Management

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🌐 Inas Zahra



Profile

Hi, I'm Inas Zahra! I specialize in transforming business needs into clear documentation and actionable insights. With experience in research, market and trend analysis, testing processes, database management and project planning, I help bridge the gap between business and technical teams to support informed decision making and successful project delivery.

Professional Experience

Technical Writer, *Massive Music Entertainment*

03/2025 – Present
DKI Jakarta, Indonesia

- Created and maintained project documentation including: User Story, User Guide, Release Notes, Source Materials Project, Product Requirement Document (PRD), Frequently Asked Questions (FAQ), User Acceptance Testing (UAT), Tooltip Documentation, and User Feedback
- Created and maintained sprint documentation, project planning materials, and team tickets to support task management, progress tracking, and development execution
- Produced daily team documentation, weekly reports, and Minutes of Meeting (MoM)
- Coordinated, scheduled, and documented team meetings
- Compiled quarterly and project-based requirement documentation as development references
- Assisted the QA team with manual testing, executed test cases, and reported bugs

Quality Assurance, *Freelancer*

08/2025 – Present
DKI Jakarta, Indonesia

- Conduct manual testing to ensure application functionality meets defined requirements
- Create and execute test scenarios and test cases
- Document and report identified bugs clearly and systematically
- Explored automation testing tools and executed automated test scenarios for selected application features while learning automation testing practices.

Technical Writer, *PT. Bank Rakyat Indonesia (Persero) Tbk*

08/2023 – 12/2023
DKI Jakarta, Indonesia

- Developed User Manuals, diagrams, and flowcharts
- Created testing documentation, including UAT and SIT
- Created Standard Operating Procedures (SOP) for each business segment
- Conducted restructuring trial testing
- Performed data entry and data cross-checking to ensure accuracy
- Participating in organizing activities such as workshops and meetings
- Creating a materi for the class/meeting
- Rendering music and preparing items as well as managing the event
- Voice Over for the App

Data Entry, *Ismail Stationery*

11/2023 – 02/2024
Depok, Indonesia

- Manual inventory data entry
- Operating the application and training the user

- Cross-checking items

Content Writer, CV. Bincang Psikologi

03/2022 – 08/2023

Depok, Indonesia

- Conducted research and analysis on psychology-related topics to support content planning and development
- Identified emerging trends and translated them into engaging content through a psychological perspective
- Improved content performance and audience engagement through content optimization and strategic initiatives
- Collaborated with designers to develop visuals that aligned with content themes, psychological insights, and current trends

Crew, Toko Uda Nasution

2020 – 2023

Depok, Indonesia

- Conducted market observations to identify trending products and understand customer demand
- Organized product placement and visual displays to enhance product visibility and customer engagement
- Provided excellent customer service by addressing customer needs and delivering a positive shopping experience
- Maintained store cleanliness and organization to ensure a comfortable and welcoming environment
- Assisted in daily store operations, including stock management and inventory control

Education

Bachelors of Information System, Gunadarma University

10/2020 – 10/2024

Depok, Indonesia

- IPK: 3.81
- Thesis: Comparative Analysis of User Satisfaction between Spotify and YouTube Music using the PIECES Method
- Scientific Paper: Implementation of PHP-Based Inventory Stock Management System (Case Study: Toko Uda Nasution)

Course Program, Lab Gunadarma University

2020 – 2024

Depok, Indonesia

- JavaScript Fundamentals: Core programming concepts and basic implementation
- Networking Fundamentals: Network architecture and troubleshooting basics
- SQL Server & Oracle Intermediate: Query optimization and database management

Cloud Computing, Bangkit Academy led by Google, Tokopedia, Traveloka and Gojek

02/2023 – 07/2023

Depok, Indonesia

- Completed hands on web development training, including frontend development, backend development, API integration, and cloud deployment
- Developed fullstack web applications and completed technical assessments as part of project based learning programs
- Created, tested, and consumed APIs to support application features and ensure proper system integration
- Worked collaboratively within a team environment, contributing to project planning, development discussions, progress tracking, and testing activities
- Participated in regular team meetings to monitor project progress, address challenges, and ensure timely project delivery

Skills

Project Management Tools

Jira, Notion, Confluence, Microsoft Office

Testing

Katalon, Selenium, Test Rail

Databases

MySQL, Oracle Database, Microsoft SQL Server, PostgreSQL

Language

Indonesia, English, Arabic

Programming Language

Javascript, HTML, CSS, C++

APIs

Postman, Swagger

Diagram & Flow

Lucid Chart, Draw.io, Miro

Soft Skills

Research & Analytics

Strong ability to identify market trends, business needs, and actionable insights through research and analysis

Time Management

Skilled at managing priorities, coordinating multiple tasks, and meeting deadlines effectively

Communication

Able to communicate ideas clearly, collaborate with cross functional teams, and bridge business and technical stakeholders

Leadership & Team Coordination

Experienced in planning, delegating tasks, monitoring progress, and leading teams toward shared goals

Adaptability

Quick to learn and adapt to new environments, tools, and challenges