

FAJAR ARIFIYANTO

Project Manager Quality Assurance

EXPERIENCE

**Quality Assurance Supervisor- PT Sahabat Mikro Fintek
Yogyakarta - Indonesia**

5 Maret 2026 - Until Now

- Supervising a team of 12 QA Staff to ensure seamless execution of daily collection quality audits
- Collaborating strategically with the Collection Manager and Training Team to synchronize quality benchmarks with company business targets.
- Spearheading investigations into critical customer complaints regarding the collection process, delivering strategic recommendations for disciplinary sanctions, and driving SOP improvements.

**Quality Assurance Collection - Bank Neo Commerce
Yogyakarta - Indonesia**

24 Juni 2024 - 2 Maret 2026

- Making improvements in operational areas
- Share sampling data to all QA
- Create Dashboard Monthly QA

**Project Manager - PT Konvergensi Mitra Solusi
Yogyakarta - Indonesia**

3 oct 2022 - 30 May 2024

- Onboarded CRM & Telephony System Project
- Ensure each project runs according to plan
- Onboarding project
 - Bigi.id, PJ. Weltrade, PJ. BHD/TIN, PJ. Waytogrow, PJ. Birdmobil, PJ. Satukelas, PJ. Neusoft (Kuasiou & Tantan), PJ. J&T POD, PJ. MPG FamilyMart, PJ. PT ARAH, PJ. Admin Verifikasi BNC, PJ. BPRS HIK Parahyangan, PJ. Peeba, PJ. FSI, PJ. Ecology, PJ. Ali Express, PJ. Gramindo, PJ SuperBank

**Quality Assurance - PT Shopee Indonesia
Yogyakarta - Indonesia**

March 2th 2020 - 20 Sept 2022

- Carry out regular checks of the agent's work
- Provide coaching and agent feedback
- CSAT analysis and making improvements in operational areas

**Team Leader of Email Service - PT.Vads Indonesia
Yogyakarta - Indonesia**

October 15th 2018 -March 1th 2020

- resolved issues to increase customer satisfactionCreate and send operational performance reports
- Guiding agents to have performance in accordance with the KPIs implemented

REWARD

- Best Team leader - February 2019
- Best Team Email Service - February 2019
- Best Team Email Service - April 2019



About Me

I As a highly experienced Quality Assurance professional & Project Manager, I possess over 5 years of experience spanning both IT and non-IT sectors. I have consistently ensured that projects are executed according to plan & as a Quality Assurance specialist, I guarantee that operational activities run optimally by adhering to established standards



082300018889



Fajar.arifiyanto25@gmail.com



Jl Jatirejo RT 01/021 No 15 C
SendangAdi Mlati Sleman
Yogyakarta 55285

LANGUAGE

- English
- Indonesia

EDUCATION

Atma Jaya University

Faculty of Social and Politic,
Majoring in Public Relations (S1 Program)
IPK : 3.18
2013 - 2018

EXPERTISE

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership