

KEVIN MUHAMAD IQBAL ZARKASYI

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PROFESSIONAL SUMMARY

Technical Support & QA professional with 4+ years of experience in regulated financial services environments, currently serving as L2 Application Service for Bank Negara Indonesia's Delivery Channel, Payment & Integration Systems, with proficiency in SQL/PL-SQL (Oracle Database), Linux, and shell/Python scripting. Experienced providing Level 2 technical support — change request analysis, incident recovery, and root cause analysis — and system monitoring using tools such as Dynatrace and ELK/Kibana. Skilled in product/rule configuration, system upgrade support, regression testing, and User Acceptance Testing (UAT), with a track record of preparing test cases and executing all phases of project testing. Experienced liaising with external vendors and partners to support system integration and troubleshooting. Comfortable using AI tools to improve testing and delivery efficiency and to document project knowledge. Proficient in Microsoft Office (Word, Excel, PowerPoint), with a resourceful, analytical approach and a customer-service mindset.

WORK EXPERIENCE

L2 Application Service — IT Delivery Channel, Payment & Integration System (DCP) | PT Bank Negara Indonesia (Persero) Tbk. — via Satkomindo Mediyasa

Sep 2026 – Present | Jakarta, Indonesia

- Provide Level 2 application support within the IT Application Services division for Delivery Channel, Payment & Integration Systems, handling change request analysis, incident recovery, and root cause analysis.
- Perform system monitoring using Dynatrace and ELK/Kibana to track application health, traffic trends, and resource utilization across payment and integration services, identifying anomalies for timely resolution.
- Support production data integrity checks and troubleshooting using Oracle Database (PL/SQL) queries within a regulated banking environment.
- Coordinate with internal stakeholders and vendor/application teams to investigate and resolve incidents affecting delivery channel and payment integration services.

Quality Assurance Lead | PT Kalacakra Teknologi

Apr 2022 – Jun 2026 | Jakarta, Indonesia

- Prepared test cases and executed regression testing and User Acceptance Testing (UAT) across all phases of project testing for trading platform releases.
- Supported system upgrade and product/rule configuration activities, verifying changes against business requirements prior to release.
- Liaised with external service gateway providers and vendors (including Bloomberg and BRIGHTS integration partners) to troubleshoot integration issues and support system interoperability.
- Used Linux shell scripting, basic Python programming, and AI tools to support repetitive operational tasks, test case drafting, and project documentation, improving delivery efficiency.
- Led QA activities and mentored junior testers, providing guidance on troubleshooting, documentation standards, and process best practices to strengthen team output.

Application Support | PT Kalacakra Teknologi

Jan 2019 – Mar 2022 | Jakarta, Indonesia

- Provided production support for a trading desktop application, including issue investigation, root-cause analysis, and coordination with the development team through resolution.
- Authored release notes and rollout/rollback documentation for each weekly patch cycle, planning dependencies to support controlled, low-risk releases in a regulated production environment.
- Logged, tracked, and prioritized production issues using Teamwork and Backlog, communicating status and impact to stakeholders until closure.

TECHNICAL SKILLS

- Database: Oracle Database / PL-SQL (Hands-On), SQL (MySQL, PostgreSQL)
- Linux & Scripting: Linux Administration, Shell Scripting, Basic Python Programming
- Technical Support: Level 1/2 Support, Change Request Analysis, Incident Recovery, Root Cause Analysis, Dynatrace & ELK/Kibana (Hands-On)
- Testing: Test Case Preparation & Execution, Regression Testing, UAT, Automated Testing (Working Knowledge — Selenium, Appium)
- Cloud O&M: AWS Fundamentals (Bootcamp Training)
- Vendor & Partner Coordination, AI-Assisted Productivity, Microsoft Office (Word, Excel, PowerPoint)
- Languages: English (Professional Working Proficiency)
- Team Leadership: Team Leadership, Junior Staff Mentoring & Coaching

CERTIFICATIONS

- Software Quality Assurance – Professional Academy Digital Talent, 2023
- Google IT Support – Coursera, 2022
- Docker Fundamentals – Adinusa, 2022
- Linux System Administration – Adinusa, 2022

PROJECTS

NayagaOMS Retail Service QA — BRI Danareksa Sekuritas, PT Kalacakra Teknologi (2022)

- Developed 200+ test cases for the Equity, Mutual Fund, and Bonds product modules on a Delphi-based desktop Remote Trading platform, achieving a 97% defect resolution rate prior to go-live.
- Performed API testing using Swagger to validate the BRIGHTS service gateway integration, liaising with the external vendor to resolve issues.

NayagaOMS Institutional Service QA — Bahana Sekuritas, PT Kalacakra Teknologi (2024)

- Led UAT sessions with end-users from the Dealing System and BackOffice divisions to validate a new Algo Trading system.
- Documented all UAT feedback and coordinated with the development team to resolve identified defects.
- Conducted FIX Protocol testing using a FIX Simulator to validate integration with the Bloomberg service gateway, liaising directly with the external vendor on connectivity issues.

EDUCATION

Bachelor of Engineering (S.T.)

Universitas Muhammadiyah Prof. DR. Hamka | 2013 – 2018 | Jakarta, Indonesia

- GPA: 3.37 / 4.00
- Final Project: Implementation of an Intrusion Detection System as a Network Security Solution for Local Area Networks

SOFT SKILLS

- Resourceful with Strong Analytical & Problem-Solving Skills
- Customer Service Mindset
- Self-Motivated, Team Player, Able to Work Independently
- Effective Cross-functional & Vendor Communication
- Adaptable to Changing Requirements