

DHIMAS BINTANG BAGASKARA

Lead Service Representative Officer & Software Quality Assurance

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SUMMARY

A result oriented and impact-driven lead with 3 years work experience, with 2 years leading and manage cross-functional teams and optimizing business processes across diverse industries. Starting my professional journey in 2017 at PT Suzuki Indomobil Motor as a Lead Service Representative Officer, where I successfully increased Customer Satisfaction (CSAT) scores by 25% and accelerated claim resolutions by 40% through coordinating collaboration between CS and Service Advisor team. My strategic mindset has grown further since becoming a Business Analyst, where I transformed business operations, increasing actual revenue by 35% and making 20% procurement cost efficiency. As a Lead Software Quality Assurance in the e-commerce project in 2024, I specialise in designing test frameworks, including Smoke, Sanity, Regression, and User Acceptance Testing (UAT). While leading a team of three QA Engineers, I always ensured tasks were distributed evenly and implemented double test case reviews and quality gates to determine whether the product was ready for release or not. This method successfully increased test coverage by 30% and reduced critical bugs in the production environment. Based on my experience, I offer a combination of technical precision, strategic risk mitigation and leadership expertise. I ensure 100% documentation accuracy and accelerate decision-making by 25% through my project management skills. I am ready to drive organisational efficiency and sustainable business growth.

EXPERIENCE

Wisewires Indonesia - Surabaya, Indonesia

Lead Software Quality Assurance (Jun 2024 - Dec 2024)

- Managed and coordinated 1 teams with 3 QA engineers at a startup in the e-commerce smartphone brand project and monitoring to provide an efficient test execution
- Developed and executed a QA strategies, such as Smoke Testing, Sanity Testing, and Regression Testing to ensure system stability across e-commerce platforms and minimize feature regression risks.
- Performing test case reviews to ensure a 30% increase in overall test coverage.
- Managed end to end defect / bug lifecycle in Jira with focus on prioritized issues first, and make sure that bugs were fixed before PROD release.
- Established and monitored quality measures, drafted reports on quality assurance progress, and communicated results to project stakeholders.
- Enforced Quality Gates (GO / NO GO) to deployment, ensuring that all features met acceptance criteria
- Collaborated with international stakeholders to align on product requirements and ensure rapid resolution of technical blockers.

ARCS – Surabaya, Indonesia

Business Analyst (Jan 2023 – Dec 2023)

- Conduct risk management analysis to determine the costs and benefits of expenditures.
- Provide recommendations on expansion and resource investment decisions.
- Managed client relationships and increased repeat purchases by approximately 80%.
- Negotiated with vendors to lower inventory procurement and production costs by 20%.

Telkom Property - Surabaya, Indonesia
Project Management Internship (Sept 2021 - Feb 2022)

- Assisted the Product Manager in project planning, documentation, and reporting for 4 core applications (ECAMS, SQR21, MAC-E, and CRAB-X), improving documentation efficiency by 20% and ensuring 100% on-time completion of project reports.
- Conducted comprehensive product analysis to support strategic decision-making and problem-solving, which contributed to a 25% faster resolution of project roadblocks.
- Collaborated in meetings with project team members and stakeholders to gather application requirements, ensuring 100% alignment on project goals and helping reduce potential scope creep by 15%.

PT. Suzuki Indomobil Motor - Surabaya, Indonesia
Lead Service Representative Officer (May 2017 - June 2018)

- Managed and coordinated the Customer Service and Service Advisor teams to effectively handle customer complaints, resulting in a 25% increase in the Customer Satisfaction Score (CSAT).
- Developed and managed communication strategies for large scale motorcycle service recall and free service programs, achieving a 60% increase in customer engagement for service campaigns.
- Collaborated with headquarters (Halo Suzuki Jakarta) to streamline the process for clients participating in warranty claim and service recall programs in East Java, reducing the average claim resolution time by 30%.

EDUCATION

Coursera Google Project Management (2024)
PROA Digitalent Program from Ministry of Communications and Informatics Indonesia

Telkom University Surabaya (2018 - 2022)
Bachelor of Software Engineering - GPA 3.34

Trisakti Institute of Transportation and Logistics (Oct 2020 - Jan 2021)
Exchange Student Program PERMATA SAKTI from Ministry of Education and Culture Indonesia

CERTIFICATIONS

- Google Project Management – Google
- Junior Mobile Programmer – BNSP
- Unlocking The Essential Role of Scrum Master – Ministry of Manpower Indonesia
- Mulai Karir Anda sebagai Seorang Project Manager – Microsoft Sertifikasiku

SKILLS

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|------------------------------|--------------------------------|
| • Agile and Scrum Leadership | • Customer Experience Strategy |
| • Software Quality Assurance | • Supply Chain Optimization |
| • Risk Management | • Problem Solving |
| • Stakeholder Management | • Project Management |
| • Test Strategy Development | • Metrics and Reporting |
| • Project Documentation | • Business Analysis |

Publications

- Pengujian Web Pengiriman Pos Indonesia Menggunakan Metode Black Box Boundary Value Analysis - KERNEL: Jurnal Riset Inovasi Bidang Informatika dan Pendidikan Informatika · Dec 1, 2023
<https://ejurnal.itats.ac.id/kernel/article/view/3360>
- Rancang Bangun Aplikasi Pemeliharaan Alat Menggunakan QR-Code (Studi Kasus Telkom Property Surabaya Utara) - Journal of Computer System and Informatics (JoSYC) · Aug 30, 2022
<https://ejurnal.seminar-id.com/index.php/josyc/article/view/2153>