CURRICULUM VITAE

Muhammad Zien Zidan

QA & IT Support Engineer · Officer Junior Support Engineer, Self Service Terminal

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SUMMARY

Cum laude Informatics graduate from ITS and BNSP-certified QA. Experienced in IT support, digital transformation consulting for banks, and test automation.

EXPERIENCE

PT. Bank Mandiri

Jul 2026 — Present

Officer Junior Support Engineer, Self Service Terminal

- Support the operation of self-service machines (ATM/CRM) so customer services stay available.

PT. Veda Praxis · Surabaya

Apr — Jul 2026

Junior Consultant IT

- Supported the Digital Transformation & Change Management program for Bank Sulselbar: project documentation, stakeholder coordination, and implementation monitoring.
- Joined the Personal Data Protection (PDP) compliance project for Bank Maspion: gap assessment, regulatory documentation, and project deliverables.
- Gathered business requirements, facilitated workshops, and turned them into reports and presentations.
- Built change management material: communication plans, training content, and adoption initiatives.

BNNK Pasuruan

Nov 2025 — Apr 2026

Computer Administrator (Pranata Komputer)

- Maintained IT infrastructure and office devices so daily operations ran without disruption.
- Provided hardware, software, and network support for users.
- Managed administrative and operational data for accurate reporting.
- Helped digitize administrative processes.

PT. Pertamina EP Sukowati Field · Tuban

Jul — Oct 2024

Information Technology Support

- Built a server monitoring system for early detection of network and server issues.
- Built a web-based digital guestbook to speed up visitor registration.
- Maintained hardware, network, and systems, and troubleshot issues with the IT team.

SMAN 2 Surabaya

Apr — Jul 2023

System Analyst

- Analyzed requirements and designed the UI/UX of a digital literacy website.
- Wrote and ran structured test cases before deployment.

EDUCATION

Institut Teknologi Sepuluh Nopember (ITS)

Jun 2021 — Aug 2025

B.Sc. Informatics

- GPA 3.66/4.00 (cum laude)
- Network-Based Computing Laboratory admin & teaching assistant

SKILLS

QA & Testing
Test case & STLC · Manual · Integration · E2E · Regression · Visual regression · Bug tracking (Jira)

Test Automation
WebdriverIO · Selenium · Mocha · Appium (mobile) · Postman · k6 · Page Object Model · Allure

Infra & Support
Hardware & network troubleshooting · Server monitoring · Cisco Packet Tracer · GNS · ITS network lab admin

Operations
Self Service Terminal support · IT ops & maintenance · End-user support · Data administration & reporting

Security & Compliance
Digital forensics (Autopsy) · Packet analysis (Wireshark) · PDP compliance assessment · Google Cybersecurity

Dev & Cloud
Python · SQL · JavaScript · TypeScript · Java · C/C++ · HTML/CSS · Google Cloud · AWS · Figma · UML

CERTIFICATIONS

Quality Assurance · BNSP · 2026

Google IT Support · Google · 2024

Google Cybersecurity · Google · 2024

AWS Academy Cloud Foundations · AWS · 2024

Google Cloud Course · Google Cloud · 2024

Data Analysis Full Stack · 2023

TRAINING

Bangkit Academy · Cloud Computing

Feb 2024 — Jun 2024

Google, Tokopedia, Gojek, Traveloka. Built an ML-integrated backend on Google Cloud and APIs for a mobile app.

SELECTED PROJECTS	**Server monitoring at Pertamina EP** · Early detection of network and server issues for more reliable infrastructure. **Drone forensic timeline** · A DJI drone flight-artifact parser for forensic timeline reconstruction. **Fruit freshness detection on GCP** · An ML backend on Google Cloud for real-time image processing (Bangkit Academy).
ORGANIZATIONS	**BEM FTEIC ITS** · External Relations Staff · Jul 2023 — Feb 2024 **FORKOMPAS** · Head of Events · Nov 2021 — Mar 2022. Campus Expo & Bazaar: 53 campus booths, 1,054+ attendees. **Forda Jangkar** · Vice Chair (8 divisions) · Aug 2021 — Dec 2021
LANGUAGES	Indonesian (Native) · English (Fluent)