Muhammad Zamzam Fauzan

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Professional with a background in ERP System Analysis and Quality Assurance and over 1 year of professional experience. Experienced in analyzing business and system requirements, conducting functional and integration testing, identifying system issues, and ensuring system reliability and integrity. Currently developing expertise in cybersecurity, with a strong interest in security monitoring, vulnerability assessment, threat detection, and incident response. Combining hands-on experience in enterprise systems and quality assurance with a growing cybersecurity skill set to help organizations build secure, reliable, and resilient systems.

EDUCATION

Cyber Security, Dibimbing.id Bootcamp Aug 2026-Present

- **Relevant Training:** Linux Hardening, Network Security Basics, Secure Version Control (Git), DevSecOps & Secure CI/CD Pipelines, and Security Monitoring & Logging.
- **Hands-on Experience**: Configured virtual hosts for multi-site hosting, designed network topologies, and implemented baseline security hardening for secure and isolated environments.
- **Cybersecurity Focus**: Building practical capabilities in system hardening, network security, vulnerability awareness, security monitoring, and secure development practices.

B.Sc. in Information Systems, Universitas Gunadarma Aug 2021-Aug 2025

- GPA: 3.86/4.00 (151 credits)
- Relevant Coursework: System Analysis, IT Governance, Risk & Compliance (GRC), Web Programming.
- Achievements & Activities: Actively contributed to programming communities and hands-on technology initiatives and won 3 technical competitions.

WORKING EXPERIENCES

Functional Tech Analyst, PT Sinergi Informatika Semen Indonesia Oct 2025-Present

- Managed multi-module enterprise support across 4 major enterprise clients, maintaining 100% SLA compliance for critical business processes and ensuring the availability and reliability of enterprise systems.
- Resolved 1,500+ service requests, incidents, change requests, and root-cause issues, applying structured troubleshooting and root-cause analysis to identify and mitigate system-related risks.
- Developed and standardized 100+ SOPs and knowledge base articles, reducing recurring issues and accelerating resolution processes by 30% through improved operational controls and documentation.
- Spearheaded end-to-end integration testing for the CoreTax synchronization feature, achieving 100% data validation accuracy and ensuring secure and reliable data synchronization in compliance with government regulations.

UI/UX Designer, Candidate College Nov 2024-Feb 2025

- Conducted comprehensive user research with 40+ respondents, uncovering key insights that shaped usability improvements for CC Weekly Report and CC Store.
- Designed and refined 40+ high-fidelity interface screens and interactive prototypes in Figma, increasing task success rate by 27% and enhancing workflow efficiency.
- Built a scalable design system featuring 20+ reusable and interactive components, ensuring design consistency and accelerating future product iterations.
- Established a continuous user feedback loop, reducing navigation errors by 35% and improving overall satisfaction scores.

Full Stack Developer, PT At-Tawwab Syariah Muamalah Jun 2024-Sep 2024

- Engineered a full-featured Point of Sales (POS) and inventory management web platform using Laravel and MySQL, reducing manual checkout and inventory tracking time by 40%.
- Implemented multi-tier authentication and Role-Based Access Control (RBAC) across 2 distinct user roles (Admin and Cashier), securing 100% of sensitive financial transactions and user access permissions.
- Automated real-time stock deductions for 500+ product SKUs across every transaction, eliminating stock discrepancies and cutting manual inventory errors by over 70%.
- Executed User Acceptance Testing (UAT) across 10+ core business test cases with end-users, achieving a 100% test pass rate and zero critical defects prior to production deployment.

Web Designer, PT Simplefi Teknologi Indonesia Feb 2024-Jun 2024

- Contributed to the enhancement of AwanTunai's and AwanToko's company profile websites by creating 10+ new pages for AwanTunai and 5+ pages for AwanToko, improving content depth and navigation flow.

- Conducted a revamp of 20+ existing pages, redesigning layouts based on mentor guidance to align with brand identity and improve overall user experience.
- Developed a real-time data automation feature for the TKB P2P Lending dashboard, streamlining data updates and improving accuracy with Metabase
- Performed website audits that led to a 20% increase in conversion rate and a 15% boost in SEO ranking, as measured through Google Analytics and Search Console.

PROJECT EXPERIENCE

Cassava Leaves Disease Detection, Universitas Gunadarma Mar 2026-Aug 2026
- Developed and fine-tuned a computer vision model using the YOLOv11 algorithm to classify 5 distinct leaf conditions (CBB, CGM, CMD, CBSD, and Healthy) across 4184 leaf images.
- Built and deployed an interactive web platform using Streamlit, integrating YOLOv11 for disease classification and the Gemini AI API to generate real-time symptom breakdowns.
- Conducted end-to-end testing with farmers and agricultural specialists to validate detection workflows.
- **Project Output:** click here

LaporAja, Self Project Aug 2025-Sep 2025
- Engineered LaporAja with Laravel and MySQL, a community-driven complaint management web platform featuring direct photo capture, geolocation tagging, and automated real-time status tracking.
- Built an interactive administrative analytics dashboard with automated Excel and PDF export capabilities, accelerating ticket triage and data auditing.
- Streamlined end-to-end incident reporting from submission to resolution, reducing manual intake processing time and improving follow-up transparency for citizens.
- **Project Output:** click here

TanamTani, Universitas Gunadarma Aug 2024-Nov 2024
- Conducted in-depth interviews and field research with 3 small-to-medium farmers and agronomists, identifying core pain points to establish key user personas and end-to-end journey maps.
- Designed comprehensive information architecture, task flows, and 50+ low-to-high fidelity interactive mobile screens on Figma.
- Awarded 1st Place in the USB Gunadarma UI/UX Design Competition 2024, selected among top participants for delivering an impactful and user-centered mobile design solution.
- **Project Output:** click here

SKILLS

Language: Indonesian (Native), English (Intermediate).
Tools: Visual Studio Code, VMware, Google Collaboratory, Postman, Docker, GitHub Actions, Git/GitHub. Figma.
Hard Skill: Linux System Hardening, Network Security Fundamentals, Log Analysis, System Modelling, Quality Assurance, Database Management,
Soft Skill: Analytical Thinking, Problem Solving, Detail-Oriented, Effective Communication, Adaptability, Under Pressure Management.

CERTIFICATIONS

- **BNSP, Certified System Analyst**
  Certified national competence in system analysis, business requirement gathering, system architecture design, and UML documentation according to BNSP standards.
  Link: click here