

Ismail (Maul)

System Analyst / Solutions Engineer — Bridging Business & Technology

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PROFESSIONAL SUMMARY

I'm the bridge between the client/business side and the tech team — I gather and analyze real requirements, translate them into technical design, and own the documentation that mediates between client, product, engineering, and third parties. Before writing a line of code for a CRM, I mapped a third-party object model field-by-field onto a live schema to find every real gap first. I also use AI agents to move faster on the mechanical parts of this work — an autonomous LLM agent I built reviews product PRDs and reports back through Jira/Notion/Telegram unattended — but the judgment and client relationship stay mine. Background stacks system analysis, QA, and full-stack development, plus co-founding and running my own e-commerce + CRM + BI business since 2021.

TECHNICAL SKILLS

Requirements & Business Analysis: Stakeholder interviews, workshop facilitation, functional/non-functional specification, requirement prioritization and conflict resolution, SRS-equivalent documentation, process/workflow modeling

QA & Process: Test strategy, API testing (Postman, Bruno), release-quality ownership, PRD/spec review, validation & verification

Coding: TypeScript, JavaScript, Python, Node.js, NestJS, REST API design

Integration: Webhook & event-driven integration (Jira, Notion, Telegram, GitHub), cross-system data mapping & schema alignment

AI & Automation (how I work, not the headline): LLM integration (OpenAI-compatible APIs), AI-agent orchestration (built/operate my own agent harness — isolated sessions, human-approval gating), workflow automation

Frontend: Next.js, React, React Native, Tailwind CSS, Flutter

Data: MySQL (TypeORM), PostgreSQL, MongoDB, Redis; SQL-driven dashboards (Metabase), security-scoped data access

DevOps / Infra: Linux VPS, nginx (HTTP/2, caching), pm2, systemd, GitHub-webhook CI/CD, Let's Encrypt

FEATURED PROJECTS

AI PRD Review Bot — YouApp Python · LLM · Jira/Notion/Telegram REST APIs & webhooks

Autonomous agent that watches Jira for tickets, pulls the linked Notion document as context, runs it through an LLM to produce a structured review against defined criteria, writes the result back, comments a verdict, and notifies the team — with review-once idempotency and dedup. Running unattended in production.

Sinar Utama — E-commerce + CRM + POS + BI ecosystem Next.js · NestJS · MySQL · Flutter · Metabase

Solo-built and operate four integrated production systems on shared backend/data: storefront (~1,560-SKU catalog), employee POS (Flutter, barcode scan), a Salesforce-object-model CRM (Contact→Lead→Opportunity→Case, mapped field-by-field before writing code), and a security-scoped BI/reporting layer. One person, requirements to production, across all four.

PROFESSIONAL EXPERIENCE

System Analyst — My Fusion International Pte. Ltd. (FusionPay) · May 2026–Present · Remote, Singapore

Lead Product Manager & QA — YouApp Pte. Ltd. · Jan 2026–Present · Remote, Singapore

Lead Quality Assurance — YouApp Pte. Ltd. · Dec 2023–Mar 2026 · Remote, Singapore

Full-Stack Developer — YouApp Pte. Ltd. · Jun 2023–Dec 2023 · Onsite, Semarang

Lead Developer — PT Selaras Mitra Integra · Jan 2023–Jun 2023 · Onsite, Surabaya

Full-Stack Developer — PT Selaras Mitra Integra · Jul 2022–Jan 2023 · Onsite, Semarang

Senior Fullstack Developer / Co-Founder — Sinar Utama Electrical & Digital Services · Jul 2021–Present · Self-employed

Design, build, and operate storefront + CRM + BI + infra end-to-end — direct continuation of the university capstone below.

EDUCATION

Bachelor of Information Systems

Universitas Dian Nuswantoro (UDINUS), Semarang

2018–2023 · Completed in 3.5 years (ahead of the standard track) · **GPA 3.73 / 4.00**

CAPSTONE — BANGKIT FINAL PROJECT (GOOGLE · GOTO · TRAVELOKA PROGRAM)

“Mobile-Based E-Commerce Application: A Case Study at Sinar Utama Shop, Lamandau Regency, Central Kalimantan Province.” Designed as a student project — today it's the real, live business founded and still run; the storefront/POS/CRM/BI above are this thesis, shipped and scaled.

LEADERSHIP & ACTIVITIES

Badan Amalan Islam, UDINUS — Vice Chairman (2020–2021) · Cohort Coordinator (2020–2021) · Mentoring Team Lead (2019–2020).

UDINUS Chess Club — Member (2019–2020).