Baharul Ridho

QA Team Supervisor (Junior) | Applied AI Engineer

ridho.bni31@gmail.com | +62-813-1775-8812 | Baharul Ridho | baharulridho.webflow.io

Graduate of Hacktiv8's Applied AI Engineer Bootcamp and RevoU's Full Stack Data Analytics Program, with over 10 years of experience across technology operations, banking, and digital business. Led AI data labeling projects that achieved over 99% accuracy and developed dashboards to monitor banking product performance. Skilled in data analysis and reporting with SQL, Python, and Excel, and data visualization with Tableau and Looker Studio. Completed hands-on training in LLM application development, retrieval-augmented generation (RAG) with LangChain, AI agent development, and workflow automation with n8n.

Experience

Dirayain.id

Self-Employed | Jul 2023 — Present

- Managed end-to-end operations for the digital invitation brand "Dirayain," including content design, visual editing, and client relationship management, serving over 3,500 clients.
- Performed website editing and designed user interface layouts using WordPress.
- Planned, executed, and optimized Meta Ads (Facebook & Instagram) campaigns focused on driving traffic, lead generation, conversions, and sales performance.

PT. Bigo Information Indonesia

QA Team Supervisor (Junior) at Likee & Imo App | Oct 2021 — May 2025

- Monitored and audited content moderators' work to ensure compliance with strict quality and productivity standards across videos, images, and private messages, achieving an accuracy rate above 99.5%
- Generated regular performance reports detailing team progress and content verification quality.
- Developed and conducted training for staff on regulatory changes and updated platform policies.
- Managed and resolved operational issues encountered during content processing workflows.

Team leader AI labeling at Bigo App | May 2017 — Oct 2021

- Managed diverse AI data labeling projects (ASR, OCR, NLP, voice/video language, and custom queries), ensuring high data accuracy for model development with an accuracy rate above 99.0%
- Audited content moderation outputs to enforce strict adherence to set quality and quantity standards.
- Prepared and presented regular performance reports detailing team metrics and quality compliance.
- Trained personnel on new regulatory changes and platform policy updates.
- Resolved all operational challenges and task-related bottlenecks during execution.

PT. Bank Negara Indonesia

Admin Staff | Feb 2015 — Mar 2017

- Developed and maintained performance dashboards for BNI consumer products to support real-time monitoring.
- Generated daily monitoring reports to track the performance of lending products.
- Executed user engagement strategies by conducting outreach calls to non-active SAPM application users and designing supporting event banners.

Ritz-Carlton Hotel Company

Part Time Banquet | Jan 2014 — Feb 2015

- Managed and maintained operational readiness of all necessary equipment and supplies for events.

Education

Indraprasta PGRI University

- Bachelor of Informatics Engineering | *Aug 2010 - Aug 2014*
- GPA: 3.12

Revou

- Full stack Data Analytics Programs | *Aug 2022*
- Grade: 96% (72.00/75.00)
- Certificate

Hacktiv8

- Applied AI Engineer Bootcamp Programs | *Nov 2026*
- Grade: 92.22% (92.22/100.00)
- Certificate

Achievement

🏆 *Achieved outstanding performance in 2019, 2020 and 2021*

Skills

Technical Skills

- Programming Language: SQL, Python (NumPy, Pandas, Seaborn, Scikit-learn)
- Data Visualization Tools: Looker Studio, Tableau
- Data Analysis Tools: Microsoft Excel, Google Spreadsheet, Google BigQuery, Google Colab
- Data Analysis: Exploratory Data Analysis, Hypothesis Testing, Cohort, Regression, RFM Clustering, K-Means Clustering
- Data Engineering: Airflow, MongoDB, PostgreSQL, data ingestion and processing, Docker, AWS
- AI Engineering: LLM application development, prompt engineering, retrieval-augmented generation (RAG) with LangChain, AI agent development, and LLM evaluation.
- Workflow Automation: n8n workflow development, system integration with (MCP).

Additional Skills

- Soft Skills: Problem-solving, Collaboration, Attention to Detail, Critical Thinking, Communication, Leadership
- Additional Skills: Wordpress, Digital Marketing, Customer Service, Design, Microsoft Office, Google Workspace