



Faisal Ahmed

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CAREER OBJECTIVE

Experiencing my overwhelming journey, I aim to reach the vision and then I try to re-frame myself continuously. By undergoing new challenges, I quest to be an Iron professional. Besides, I wish to leverage my skills of business analysis, product management, and agility. I desire to utilize my expertise to deliver innovative and efficient solutions. I knee on enriching my foundation in software engineering, Business/System analysis, decision-making, and cross-functional team leadership. With the revolving time, I want to equip my technical and managerial skills, tackle new challenges, and contribute outstandingly to the success of my owning organizations in the era of dynamic industries.

CAREER SUMMARY

I would like to introduce myself as a self-motivated, passionate, enthusiastic, IT professional having over three years of experience in business analysis, product management, and project coordination. During the whole career journey, I have tried to expert-ise myself in requirement gathering, process modeling, process refinement, technology analysis, compatibility analysis, system design, delivery management, and quality assurance, focusing on delivering user-centric solutions. Throughout my career, I have successfully delivered several successful projects and collaborated with various cross-functional teams in dynamic environments.

Currently, I'm working as lead Business Analyst at Prime Tech Solutions Ltd. where I usually play multiple roles according to the team's nature and needs. Besides, I actively conduct project planning, business/system analysis, business/system processes optimization, user acceptance testing/quality assurance, resource allocation, delivery channeling, and ensuring alignment with business objectives by stakeholder engagement.

Previously, I got opportunities to play similar roles with my diverse skill set at organizations like Doodle Inc., Syntech Solution Ltd., MysoftHeaven BD Ltd, and a few others where I contributed to system analysis & design, project documentation, and Agile implementation. I have tried to equip myself with the knowledge of advance tools like JIRA, Figma, MS Visio, and Some Others. I'm continuously trying to learn and enrich my understanding of software development life cycle, Agile methodology (Scrum Framework), and other required keys. I am committed to continuous learning and applying my skills to deliver impactful, innovative solutions in technology-driven industries.

CERTIFICATIONS

Certified Scrum Master(CSM)

Vendor : Scrum Alliance

Year : 2024

Credential ID : 1996707

Credential URL : <https://bcert.me/bc/html/profile.jsp?k=nfkdcag>

Certification Date: September 22, 2024.

Software Developers Certificate(SDC)

Vendor : Kovair Software Pvt. Ltd.(USA)

Year : 2019

Score : 85%

Topic : Application Life Management(ALM), Software Development Life Cycle(SDLC), Requirement Analysis and Design Concept, Kovair Tools

Certified Ethical Hacker(CEH)

Vendor : EC-Council
Year : 2020
Score : 93.6%
Certification Number : ECC6972530184
Certification Date: June 24, 2020.

Microsoft Cloud Skill Training, Data Analysis with MS Power BI

Vendor : Bangladesh Hi-Tech Park Authority and Corporate Projukti Limited
Year : 2021
Certification Number : 2109001554
Topic : Data Analysis with MS Power BI.

Cloud Skill Training, MS Azure Fundamentals

Vendor : Bangladesh Hi-Tech Park Authority and Corporate Projukti Limited
Year : 2021
Certification Number : 2107781082
Topic : MS Azure Fundamentals.

WORK EXPERIENCE

May, 2023 – Continuing

Business Analyst/Product Owner (Lead)

Prime Tech Solutions Ltd.

- Achievements at PTSL

#Championed Agile practices, training teams on Scrum and driving cross-functional collaboration.

#Successfully delivered 10+ user-centric solutions by managing requirements analysis, stakeholder engagement, and resource allocation.

#Optimized Process in Banglalink's (Telecom Company) Major Systems like DMS, SFA and CMP.

#Enhanced an OTA Platform.

#Delivered a Ticket Booking Platform Paribahan.com.

#Delivered Three Government Projects of ICT Division, BCC and Forest Department.

July, 2022 – April 2023

Technical Business Analyst (Product Owner)

Doodle Inc. (wing of Rigel Group of Companies)

- Achievements at Doodle Inc.

#Researched UI/UX and Optimized a Social Media Site Named Tribel

#Launched 20+ Features

#Delivered a Product Roadmap and Strategic Plan for a SaaS (CRM and Lead Management).

#Delivered a Product Roadmap for a SaaS (Manufacturing planning) in ODOO

#Streamlined the System Testing Process by Leading the SQA Team

#Implemented SCRUM to Identify Impediments Delivering High-value Products.

February, 2022 – July, 2022

Business Analyst (Project Coordinator)

Syntech Solution Ltd.

- Achievements at Syntech

#Implemented SCRUM and System Prototyping to Mitigate Re-work in Major Government Projects

#Worked on 3 Major Components of IDSDP for Ministry of Commerce

#Worked on 2 Major Components of IDSDP for Ministry of Social Welfare

#Worked on 1 Major Components of IDSDP for Ministry of Agriculture

#Delivered a Project Named Sadai App of Ministry of Agriculture

July, 2021 – January, 2022

Business Analyst

Mysoftheaven (BD) Ltd.

- Achievements at Mysoftheaven

#Researched and optimized the Process of an ERP named HRSheba

#Work on Digital Transformation of General Certificate Court (GCC) a Major Government Project of ICT Division

January, 2021 – June, 2021

Junior Research Fellow

Cyber Security Centre, Daffodil International University, Dhaka

- Achievements at CSC, DIU

#Trained 100+ Trainees who got CEH Certification.

#Trained 70+ Trainees on Computer Forensics.

April, 2020 – December, 2020

Software Engineer

Rasperry ERP Pvt. Ltd., India

- Achievements at Rasperry

#Analyzed and developed Several complex Modules of Rasperry ERP. .

EDUCATION

2016 – 2020

BSc. in Software Engineering

Department of Software Engineering,

Faculty Science Information and Technology, Daffodil International University

- Degree Description :
Introduction to software, Computer Fundamentals, (C, JAVA, PHP, C#) Programming, Mathematics, Statistics & Probabilities, Software Security, Artificial Intelligence, Data Structure, Software Testing, Operating System, Database, Computer Algorithms, Networking, Computer Architecture & Organization, Data Communication, Cyber Laws, Principle of Accounting, Discrete Mathematics, Numerical Analysis, and so on.
- Thesis :
Automated Detection of Security Misconfiguration and Sensitive Data Exposure.
- CGPA: 3.50 out of 4.00

2012 – 2014

Higher Secondary Certificate (HSC)

Rajshahi Govt. City College, Rajshahi Board

- Background : Science
- CGPA : 4.60 out of 5.00

2010 – 2012

Secondary School Certificate (SSC)

Maskatadighi High School, Rajshahi Board

- Background : Science
- CGPA : 5.00 out of 5.00

PROFESSIONAL SKILLS

Project Management Concept #Application Life management(ALM)
#Software Development Life Cycle(SDLC)
#Agile Methodology - Scrum framework
#Agile Methodology - Kanban framework
#Secure Software Development Life Cycle(SecSDLC)
#Software Testing Life Cycle(STLC)

Project Management Tools #JIRA

Programming Language #Javascript

Web Technologies #Bootstrap
#HTML5
#PHP

Database Management Skills #Payload/Query
#Query Optimisation

Relational Database Management System(RDBMS) #MSSQL
#MYSQL

Software Quality Assurance #Network Diagnosis
#Finding Bugs and Errors
#Root Cause Analysis
#Tracking Bugs
#Test Case Preparation
#Bug Reporting

Document Preparation Technology #Latex
#Google Docs
#MS Word

Designing/Prototyping Tools #Figma.
#MS Visio(2016).
#Lucid chart (online).
#Draw.io (online/offline)

Microsoft Office Package #MS Word
#MS Power Point
#MS Excel

PERSONAL SKILLS

Languages English language – Moderate proficiency
• Fluent in speaking, Decent in reading and writing.
Bangla language – Native
• Fluent in speaking, Decent in reading and writing.

X-Factors #Multiple Cross-Functional Team Manager
#Adaptive Survivor
#Creative Thinker
#Enthusiastic Researcher
#Team Player
#Early Learner

PROJECTS

2024-2025 **SQTC Management System For BCC**

SQTC Management System is designed to develop a mechanism for efficient seamless testing. It has features like, user registration & approval, testing request and approval, meeting management, agreement management, payment calculation and, document management, sign documents using e-sign, task management, import data from Bugzilla, create bug report and authorization, bug report sending to client and inform testing status to notify all parties using e-mail and system. Online/offline payment and reconciliation. Testing certification and certificate verification.

#Link:<http://43.229.14.105:90/>

2023-2024 **DMS Web App,Banglalink**

Distributor Management System (DMS) is the most effective system for managing Sales Channels of Banglalink. It is being used for Cluster Market Concept, Automated triggers In Notification section, Bulk upload feature, Smart Search, EV balance return option, Retailer database, weekly updated generate report, Distributor stock floor report, Site wise KPI report, etc.

#Link:https://salesforceapptest.banglalink.net/DMS_C_R24/

2023-2024 **Sales Force App,Banglalink**

Sales Force App offers a convenient and smooth retail business platform online. Through this app, retailers can instantly gain access to information regarding sales, self-services, commissions, campaigns, offers, and much more. There is also scope to sell and upsell, know about returns on investment, and share the overall experience. The app lets retailers serve subscribers faster, with only a few easy steps.

#Link:<https://play.google.com/store/apps/details?id=com.banglalink.salesforceapphl=en>

2023-2024 **Bangabandhu Obhidhan Under ICT Division Bangladesh**

The basic intent of this project is to develop a mobile app that will provide a rich multimedia experience, describing the life of Bangabandhu Sheikh Mujibur Rahman through text, audiobooks, graphic novels, and videos. In addition, quizzes will be incorporated to provide interactivity with the app, and several events may be arranged by the system administrators. Users can participate in the events by app and view the leaderboard.

#Link: <https://play.google.com/store/apps/details?id=com.bongobondhuObhidhaan&hl=bn>

2023-2024 **SUFAL - Community Database Management System**

Bangladesh Forest Department (BFD) under the Ministry of Environment, Forest and Climate Change has been implementing the Sustainable Forests Livelihoods (SUFAL) Project from July 2018 to June 2023 in 17 Forest Divisions around the country. The overall objective of the project is to improve collaborative forest management and increase access to alternative income-generation activities for forest-dependent communities in targeted sites.

#Link: <http://sufal.bforest.gov.bd:8090>

2022 **Tribel**

Tribel is a Comprehensive social media platform that allows influencers and content creators to deliver posts to specific audiences and keeps count of every action they earn. On Tribel, you can personalize your feed by adding category filters Instead of scrolling all day hoping to get lucky. You can easily and quickly find trending and breaking posts on your favorite topics. This platform is also open to access trending breaking posts, terms, privacy policy, and contact support for non-users. Addedly this platform has an active control system.

#Link: <https://www.tribel.com>

2022 Integrated Digital Service Delivery Platform, Ministry of Commerce

Ministry of Commerce, in the interest of enriching and consolidating the national economy, encourages Bangladeshi exporters and entrepreneurs to develop, Increase and expand the nature and quantity of export trade. In view of this, all the individuals, institutions, and organizations who have made a significant contribution to increasing the exports of Bangladesh are awarded at the appropriate national level. An automated system is being developed to modernize, simplify and streamline these incentive activities so that exporters and businessmen can easily participate in the awarding of these appropriate National awards and the Ministry of Commerce can easily monitor and manage them.

#Link: <http://services.mincom.gov.bd/portal/home>

2022 Integrated Digital Service Delivery Platform, Ministry of Agriculture

Ministry of Agriculture has taken initiatives in the interest of enriching access to government services and ensuring emergency responses from the agencies involved, With that view, this component is aiming to make the Crop Pest Museum available to everyone not only across the country but also around the world with enriched facilities. The overall objective is to reduce the beneficiary's time and cost of a visit to the museum. Additionally, maintaining the resources with limited effort, money and place were the secondary objectives of this digital service. Thus it enhances the linkage between education, research, and extension to endow agriculture service delivery system.

#Link: <http://service.moa.gov.bd/portal>

2021 Virtual Executive Court System

a second-generation e-service integration platform by forming an interoperable ICT backbone for Executive Court and General Certificate Court, the system will play an integrated approach where the focus area would be virtual case procedures, information exchange between citizens and magistracy, monitoring, and access to the progress of cases, archives and proceedings in different types of executive courts and General Certificate Court to address access to magistrate irrespective of internal procedure complexity. A web based Virtual Executive Court System (VECS) will be developed which will be accessible form any platform or browser, from where General certificate cases and several criminal cases (in Executive Magistrates Jurisdiction) will be filed, processed and archived.

#Link: <http://gcc.ecourt.gov.bd/>

2020 Raspberry ERP Development

(Team Member)

#Link : <http://www.genfactoerp.com/>

PERSONAL DETAILS

Date of Birth	November 10, 1996
Father's Name	Md.Rezawanul Haque
Mother's Name	Mst.Nurjahan Begum
Parmanent Address	Shyammpur-6212,Katakhali, Rajshahi, Bangladesh
Present Address	Sekhertekh 08, Adabor, Dhaka, Bangladesh
Marital Status	Single
Blood Group	O+
Nationality	Bangladeshi
NID No	731 462 6024

Emergency Contact 1 +880 1915987652 (Father)

Emergency Contact 2 +880 1948471029 (Cousin)

Professional REFERENCES

Md. Maruf Hasan

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Email: maruf.swe@diu.edu.bd

Md. Habibullah Himel

Technical Project Manager, Doodle Inc.

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REFERENCES of RELATIVES

Jannatul Ferdausi Jui

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Md. Sajib Shekh

Brother-in-law

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