



# FAISAL AHMED

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## SUMMARY

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I am a Certified Scrum Master and IT professional with nearly 5 years of experience in business analysis and Agile delivery. My expertise lies in leading cross-functional teams, implementing Agile methodologies, and optimizing processes in various sectors. I focus on stakeholder engagement and continuous improvement, enabling the delivery of high-value digital products that meet evolving business needs.

## SKILLS

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### Agile Delivery Management

Managed Projects in Scrum through Capacity Planning, Backlog Refinement, Grooming and Box Solutioning, Estimation Facilitation, Sprint Planning, Daily Stand-up Facilitation, Impediment Identification and Resolution, Velocity & Progress Identification for Continuous Improvement, Sprint Reviews and Retrospectives. Also managed Programs partially in Scaled Agile (SAFe) through PI Planning, Iteration Planning, Daily Standups, Team Reviews/Retros, Scrum of Scrums, PO Sync, System Demo, Inspect & Adapt.

### Business Analysis & Product Ownership

Requirement Gathering, Requirement Elicitation, Requirement Analysis, Solution Design, Technical Documentation like BRS/FRS/SRS/HLD/LD Preparation, Wireframing Process Optimization, Digital Transformation Planning, and Project/Product Roadmap Planning

### Project Management

Scope Identification, Project Planning, Critical Path & Risk Discovery, Budget Management, EOI & RFP Preparation, Technical & Financial Proposal Preparation, Stakeholder Identification, Stakeholder Management, Conflict Management, Issue Tracking and Progress Reporting

### Tools

JIRA, Microsoft Project (MPP), ClickUp, Figma, MS Visio, Lucidchart, and Draw.io

### Technical

Database Design, SQL, Structured Programming, Basic Data Engineering.

### Reporting Skills

MS Power BI Dashboard design, Jira Dashboard Design, Excel Reporting Dashboard Design and Formatted Pith deck

## SKILLS

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### Software Testing and Quality Assurance

Test Case Preparation, Manual Testing, Bug Tracking, Root Cause Analysis, and Managing STLC.

## EXPERIENCES

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### Scrum Master Cum Project Manager

Grameenphone Augmented by Miaki | 05/2025 – Present

- Implemented automated project tracking system using JIRA and Microsoft Project Planner
- Managed multiple vendors and projects; introduced proactive delivery methodologies
- Scaled Agile practices across projects; facilitated Scrum ceremonies and coached teams on Scaled Agile principles
- Established a consolidated monitoring dashboard and standardized project workflows
- Led digital transformation initiatives and trained teams on Agile adoption and best practices

### Lead Business Analyst/Delivery Manager

Prime Tech Solutions Ltd | 05/2023 - 05/2025

- Championed Agile practices and trained multiple teams on Scrum and agile ceremonies
- Delivered 10+ user-centric solutions by managing end-to-end requirement analysis and stakeholder engagement
- Optimized processes in major telecom systems (DMS, SFA, CMP) of Banglalink, improving operational efficiency
- Delivered an OTA platform and Paribahan.com ticket booking platform
- Executed three government projects (ICT Division, BCC, Forest Department) and trained 1000+ personnel on digitization and digital tools
- Prepared EOI, RFP, and Financial Proposals for the govt. and private organization projects
- Prepared Technical Documents. i.e. (HLD, LLD, UAT Report and SRS)

### Technical Business Analyst/QA Manger

Doodle Inc. (Rigel Group) | 07/2022 - 04/2023

- Researched UI/UX improvements and optimized the Tribel social media platform; launched 20+ features
- Delivered product roadmaps for CRM Lead Management SaaS and OODOO-based manufacturing planning SaaS
- Streamlined system testing processes and led SQA teams to reduce defects and cycle time
- Implemented Scrum to identify impediments and ensure the delivery of high-value increments
- Prepared Technical documents. (i.e. Bug Report, BRD, and FRS)

### Business Analyst/Project Coordinator

Syntech Solution Ltd | 02/2022 - 07/2022

- Implemented Scrum and worked on system prototyping to reduce rework in major government projects
- Worked on multiple components of the Integrated Digital Service Delivery Platform (IDSDP)
- Delivered the Sadai App for the Ministry of Agriculture
- Maintained agile and waterfall delivery across several projects

## EXPERIENCES

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### Associate Business Analyst

Mysoftheaven (BD) Ltd | 07/2021 - 01/2022

- Researched and optimized several modules of HRSheba ERP
- Contributed to the digital transformation of the General Certificate Court (GCC) under ICT Division
- Prepared EOI, RFP, and Financial Proposals

### Researcher/Security Audit Associate

Cyber Security Centre, Daffodil International University | 1/2021 - 06/2021

- Trained 100+ trainees who achieved CEH certification and 70+ trainees on Computer Forensics
- Trained 200+ participants on Advanced MS Office 360 and Information Security.
- Associated with pentesting and security auditing projects in a couple of edu-tech projects

### Software Engineer

Raspberry ERP Pvt. Ltd | 4/2020 - 12/2020

- Analyzed and developed several complex modules for Raspberry ERP as part of the core development team

## EDUCATION

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### Bachelor of Science in Software Engineering

Daffodil International University

Graduated: 2020

## CERTIFICATIONS

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- Certified Scrum Master (CSM), Scrum Alliance (Score 90%)
- Certified Ethical Hacker (CEH), EC-Council (Score 93.6%)
- Software Developers Certificate (SDC), Kovair Software (Score 85%)
- Microsoft Cloud Skill Training - Data Analysis with Power BI & Azure Fundamentals

## PROJECTS

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### Grameenphone CRM

It provides real-time access to customer data, sales activities, campaigns, and service requests, helping teams track performance, manage leads, and resolve issues efficiently. By centralizing information and automating workflows, GP CRM enables faster, smarter, and more personalized service, improving customer satisfaction and loyalty.

- CRM platform handles a substantial volume of transactions daily. According to Ericsson, Grameenphone processes over **six billion records per day** using its Ericsson Mediation solution.
- Centrally manages customer data, service, sales, marketing, and analytics. Processing high-volume transactions to enhance customer experience and operational efficiency.

## PROJECTS

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### MY GP App

MyGP is Grameenphone's flagship self-service mobile app, providing users with comprehensive account management, recharge options, personalized offers, value-added services, entertainment, and real-time support. With over 30 million installations, it digitizes most of Grameenphone's services, enhancing customer convenience and experience, and has been recognized at the Bangladesh Technology Excellence Awards 2024.

- Digitized over 99% of Grameenphone's services, enabling seamless self-service for customers.
- Achieved 30+ million installations, making it one of the largest local telecom apps in Bangladesh.
- Recognized at the Bangladesh Technology Excellence Awards 2024 for innovation and user experience.
- Enabled real-time account management, recharge, offers, and value-added services, improving customer convenience.
- Integrated entertainment and live support features, enhancing engagement and overall customer satisfaction.

### MY GP Backoffice Web

The MyGP Backoffice Web App is Grameenphone's internal administrative platform that manages and supports the MyGP mobile app. It handles user accounts, service activations, transaction monitoring, offer and bundle configuration, content management, analytics, and emergency balance provisioning, ensuring smooth operations and an enhanced experience for over 30 million users.

- Enabled secure and efficient user account management, ensuring seamless personalization and authentication
- Supported offer, bundle, and promotion management, allowing dynamic Flexiplan and campaign deployment
- Monitored and recorded millions of transactions daily, maintaining accurate billing and reward systems
- Facilitated activation and management of value-added services like Missed Call Alert, Welcome Tune, and FnF
- Managed entertainment content delivery, ensuring smooth streaming of movies, TV shows, and live sports
- Provided analytics and reporting, driving insights into user behavior and app performance for better decision-making
- Handled emergency balance and loan provisioning, improving customer satisfaction and service reliability

### 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.

## PROJECTS

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### DMS Web App, Banglalink

- Processed over 50 million sales records.
- Integrated data from over 10,000 BTS sites.
- Reduced reporting time by 70% through automated ETL.

### 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.

- As of August 2025, the app has been downloaded over 10,000 times, indicating a strong uptake among retailers.
- The app facilitates quick sales transactions, enabling retailers to serve customers faster and with greater accuracy.
- By digitizing sales activities and reporting, the app reduces manual errors and paperwork, leading to more streamlined operations.

### SQTC Management System For BCC

SHQTC 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.

- Generating Gov. Revenue of nearly 50M/Year
- A citizen-centric service reducing time and effort by 50%

### 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.

- A loaded inventory of 42K forest-living Beneficiaries
- Real-time Loan, Savings, and Repayment data of 42K forest-living Beneficiaries
- Integrated Payment Method and transaction record of around 2B BDT

### SUFAL - Community Database Management System

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.

## PROJECTS

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### IGX OTA

IGX Full OTA is a comprehensive travel-tech platform that lets travel companies manage and sell flights, hotels, packages, transfers, visas, insurance, and more - all from a single integrated system. It integrates GDSs, consolidators, local & global APIs, payment gateways, loyalty & referral programs, and provides Admin, B2B, and B2C portals for smooth end-to-end operations.

- ISO & CMMI standards: We followed best practices in solution design, development, support, and customer service via ISO / CMMI standards.
- Partnerships with major GDSs and airlines/hotel/payment providers: We are licensed to integrate with leading reservation systems globally. Having those partnerships is a mark of accomplishment.
- Clients in multiple countries: IGX OTA is used by more than 200 travel companies in Bangladesh, Nepal, and Malaysia.
- Product platform innovations: We've developed the IGX suite (Standard, Standard Pro, Full OTA) to consolidate many modules and APIs in one platform.

### Trincom Accounting Solution

Trincome is an end-to-end back-office and accounting solution for travel agencies, tour operators, Hajj/Umrah, and manpower agencies. It unifies accounting, BSP reconciliation, HR, CRM, reporting, and administrative tasks - all of which used to be scattered across manual processes, GDS reports, and spreadsheets. Trincome bridges the gap between GDS booking data and the financial/operational accounting needs of travel businesses.

- Helped agencies move away from manual spreadsheets to an automated, GDS-integrated system, reducing errors and reconciliation time.
- Adopted by around 150 travel agencies and Hajj/Umrah operators, demonstrating market validation.

### Paribahan.com

Paribahan.com is an online bus-ticket booking platform designed to simplify intercity and regional travel bookings in Bangladesh. I contributed to the analysis, design, and delivery of core booking features - including route and schedule search, seat selection, payment integration, and real-time ticket confirmation. My work involved gathering business requirements, mapping user journeys, supporting UI/UX design, and collaborating with development teams to ensure a reliable and user-friendly experience for passengers and transport operators.

- Around 200k active users are using and buying tickets
- Generating 5M+ yearly revenue
- Around 25+ transport companies are enlisted

### Ticket Tomorrow

Serverless Ticketing & Entry Management Platform, designed to streamline event ticketing and access control without the need for traditional server infrastructure. This platform leverages serverless architecture to provide scalable, cost-effective, and efficient solutions for event organizers.

- Completed more than 100+ events
- Generated 10M+ Revenue

## PROJECTS

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### 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.

- As of 2022, Tribel had over 400,000 users and a significant following on platforms like Facebook and Instagram. However, its Twitter account was shut down in December 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.

### 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.

### SADAI Agri Ecommerce Platform

SADAI is a government-initiated digital platform by Bangladesh's Department of Agricultural Marketing that connects farmers directly with consumers. Launched in 2021, it ensures fair pricing, transparent transactions, and quality assurance for agricultural products. The app provides features like a direct marketplace, price verification, order tracking, promotional offers, multiple payment options, and free registration for sellers, empowering farmers and enhancing consumer access to safe, affordable produce.

- Established a direct marketplace connecting farmers with consumers, reducing dependency on middlemen.
- Ensured fair pricing and transparent transactions for agricultural products
- Enabled order tracking and multiple payment options, improving convenience and trust
- Supported farmers and local businesses with free registration and commission-free selling
- Promoted quality assurance by providing safe, adulteration-free products to consumers
- Launched a digital solution that modernizes agricultural marketing in Bangladesh

## PROJECTS

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### **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 from any platform or browser, from where General certificate cases and several criminal cases (in Executive Magistrates' Jurisdiction) will be filed, processed, and archived.

### **HRSheba ERP**

HR Sheba is an integrated Human Resource Management (HRM) and Payroll software designed to streamline HR operations for organizations of all sizes. It offers a comprehensive solution encompassing employee management, attendance tracking, payroll processing, compliance adherence, and performance monitoring. The software is particularly beneficial for sectors such as manufacturing, garments, education, and corporate enterprises. Some modules are,

- Employee Information Management: Centralized database for storing and managing employee details, including personal information, job history, and documentation.
- Time & Attendance: Integration with biometric and RFID systems for accurate tracking of working hours, overtime, and attendance patterns.
- Payroll Processing: Automated salary calculations, tax deductions, bonuses, and allowances, ensuring timely and accurate payroll disbursement.
- Leave & Absence Management: Customizable leave policies, automated approval workflows, and real-time tracking of leave balances.
- Performance Tracking: Tools for setting KPIs, conducting appraisals, and monitoring employee performance over time.
- Compliance & Reporting: Generation of statutory reports, adherence to local labor laws, and customizable reporting options for management.
- Employee Self-Service Portal: Enables employees to access payslips, apply for leave, and update their personal information, thereby enhancing transparency and engagement.

### **Raspberry ERP**

Raspberry ERP is an enterprise resource planning solution from Kolkata, India, designed for small and medium-sized businesses. It offers modular tools for finance, inventory, HR, and operations, with cloud-based and on-premise deployment options, helping businesses streamline processes and improve efficiency.

## **ADDITIONAL INFORMATION**

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- Languages: English (Fluent), Bangla (Native), Hindi (Beginner).
- Availability: Onsite, Remote, Hybrid.
- Work Mode: Open to both Permanent and Contractual Positions.
- Interests: Business Analysis, Leadership, and Project Management Roles.