

Pooja Pokharel

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PROFESSIONAL SUMMARY

I completed a Master of IT (Software Engineering) and am seeking opportunities to apply my skills in business analysis, process improvement, and data analysis. I am eager to contribute to real-world projects, refine my expertise in understanding business needs, and collaborate with industry professionals to deliver effective and impactful solutions.

Professional Experience

Project Leader - Student Appointment Booking System (March 22-June 22)

Charles Darwin University

- Led a team to develop a Student Appointment Booking System, providing an efficient platform for students to book appointments.
- Managed project tasks using JIRA, ensuring team alignment and effective communication between the client and the team.
- Conducted requirement gathering and analysis with stakeholders to understand project needs.
- Utilized data analysis to identify peak appointment periods, leading to better resource allocation.
- Facilitated online and offline appointment booking, including automated student reminders to reduce no-show rates.

Technical Skills

Data Analysis & Visualization: Power BI

Requirements Management: Use Case Diagrams, User Stories, BPMN

Project Management Methodologies: Agile, Waterfall

Project management tools: JIRA

Soft skills

Communication & Interpersonal Skills

Active Listening

Team Collaboration and Leadership

Critical Thinking & Problem-Solving

Adaptability and Flexibility

Analytical Thinking

Stakeholder Management

Time Management & Prioritization

EDUCATION

Master of IT -Software Engineering (2022 – 2024)

Charles Darwin University, Northern Territory, Australia

Bachelor of Science in Information Technology ()

Softwarica College of IT and E-commerce, Dilli Bazar, Kathmandu Nepal

Certifications

International Institute of Business Analysis (IIBA)

Project Management Institute (PMI)

LinkedIn Learning Certificate

Reference

Name: Bipin Osti

Position: IT officer at Catholic Care, Nt

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