

# KISHOARA SULTANA

📧 Kishoara Sultana | 🌐 Kishoara Sultana | 🌐 kishoara.github.io | ✉ kishoara.me@gmail.com

## OBJECTIVE

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Computer Science graduate with 3+ years managing enterprise software projects serving 1M+ users across 10+ government agencies. Seeking MS in Management Information Systems to advance expertise in digital transformation and data-driven decision-making. Strong technical foundation and communication skills position me well for Teaching Assistant opportunities in MIS, Database Management, and Systems Analysis courses.

## EDUCATION

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🎓 **Bachelor of Science in Computer Science and Engineering** 2016 – 2020  
Southeast University, Dhaka, Bangladesh. **CGPA:** 3.31/4.00

### Relevant Coursework:

- Management Information Systems (A+)
- Software Engineering (A+)
- Operating Systems (A+)
- Cloud Computing (A+)
- Database Design (A-)
- Computer Networking (A+)
- Cryptography & Network Security (A+)
- Artificial Intelligence (A)

## PROFESSIONAL EXPERIENCE

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**Project Coordinator, Syntech Solution Ltd.** July 2022 - continuing

- Coordinated 20+ enterprise software projects serving 1M+ users across 10+ government ministries and agencies, utilizing Agile/Scrum methodologies to ensure on-time delivery and quality standards.
- Managed cross-functional teams of 50+ developers, designers, and analysts, driving requirements analysis and architectural decisions while bridging technical solutions with government stakeholder needs.
- Improved public-sector service delivery by analyzing and scaling system workflows, while mentoring junior developers and delivering internal training on software best practices.

### Key Projects

- **Integrated Digital Service Delivery Platform for Ministry of Social Welfare**  
*Tools: Laravel, Vue.js, MySQL, Microservice architecture*  
Coordinated development of centralized platform integrating 8 major e-government services, reducing citizen service delivery time by 45% through automated workflows.  
Automated workflows across agencies enabling seamless web/mobile access and improved service efficiency.
- **Meter Management System**  
*Tools: Laravel, jQuery, Java Spring Boot, Vue.js, Oracle 19c*  
Designed digital complaint system enabling 500,000+ utility customers to submit and track meter issues online, reducing manual processing time by 60%.  
Implemented real-time meter stock monitoring to improve field operations and inventory efficiency.
- **Agri Research and Testing Management**  
*Tools: Laravel, Vue.js, MySQL*  
Developed a system to manage agricultural research, lab tests, and sample tracking.  
Built dashboards and automated analytics to support real-time decision-making.

## Internship

**Software Engineer Intern** December 2020–March 2021  
**Titas Gas Transmission & Distribution Company Limited (TGTDCL), Dhaka, Bangladesh.**

*Tools: Web Portals, API Integration, Database Management, Billing Systems, HRM, Cybersecurity Practices*  
Gained hands-on experience with billing, HRM, payroll, inventory, and web portals, supporting operations, payments, and customer complaint management.

Assisted in software analysis and system updates, maintaining web content, database security, and documentation.

TEACHING & LEADERSHIP EXPERIENCE

- Mentored 10+ junior developers and interns on software architecture, ML workflows, data preprocessing techniques, and technical documentation standards during project coordination at Syntech Solutions (2022–Present).
- Delivered internal training sessions on Agile/Scrum methodologies, system analysis techniques, and project management tools to cross-functional team members across multiple project sites.
- Presented technical system designs and requirements analysis to non-technical government stakeholders across 10+ ministries, translating complex technical concepts into accessible business language for decision-makers.
- Guided undergraduate peers on research methodology, data analysis techniques, and academic report writing during coursework at Southeast University.

SKILLS SUMMARY

<b>Technical &amp; Development</b> <ul style="list-style-type: none"><li>• <b>Languages:</b> Python, C++, SQL, JavaScript, R</li><li>• <b>Frameworks/Libraries:</b> React, Vue.js, Laravel, Flask, Scikit-learn, TensorFlow, Pandas, NumPy</li><li>• <b>Tools &amp; Infrastructure:</b> Git/GitHub, Docker, Linux/Unix CLI, CI/CD, LaTeX</li></ul>	<b>Data &amp; Architecture</b> <ul style="list-style-type: none"><li>• <b>Databases:</b> MySQL, Oracle, SQLite</li><li>• <b>BI &amp; Analytics:</b> Power BI, Tableau, Excel, Predictive/Statistical Analysis, Data Visualization</li><li>• <b>Architecture:</b> Microservice Architecture, RESTful APIs, Database Design</li></ul>
<b>Project Management</b> <ul style="list-style-type: none"><li>• Agile/Scrum, Requirements Gathering &amp; Analysis, Sprint Planning</li><li>• Stakeholder Management, Risk Assessment, Process Optimization</li></ul>	<b>Business &amp; Leadership</b> <ul style="list-style-type: none"><li>• Cross-functional Team Leadership, Change Management, Budget Coordination</li><li>• Client Presentations, Training &amp; Mentorship, Strategic Planning</li></ul>

STANDARDIZED TESTS

TOEFL iBT — Score: 82(Reading 19, Listening 19, Speaking 23, Writing 21)	November, 2025
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ACADEMIC RESEARCH & TECHNICAL PROJECTS

- **Fine-Grained Sentiment Analysis to Predict Drug Review Ratings (Research)** *August 2020*  
*Tools: Python, Random Forest (Scikit-learn), Matplotlib, TF-IDF*  
Developed a predictive sentiment classification model for healthcare drug reviews using TF-IDF and supervised learning.  
Implemented explainable sentiment scoring (Very Positive–Very Negative) to assist in healthcare decision-making.
- **Bangla PDF OCR - Optical Character Recognition System for Bengali Text** *September 2020*  
*Tools: Python 3.10+, PyQt6*  
Designed an OCR tool to accurately extract Bengali text from PDFs with enhanced readability and processing accuracy.
- **Enterprise Inventory & Stock Management Platform** *August 2019*  
*Tools: Flask, SQLAlchemy, SQLite, HTML, CSS, JavaScript*  
Developed a web-based inventory management platform to streamline product, supplier, and sales tracking processes.
- **Social Media Usage & Mental Wellbeing Data Analysis System** *January 2020*  
*Tools: React, Recharts, Tailwind CSS, PapaParse, Python, Pandas, NumPy, Seaborn, Statistics*  
Conducted exploratory analysis to identify correlations between social media usage and mental health indicators such as stress and sleep quality.