

KISHOARA SULTANA

 Kishoara Sultana |  Kishoara Sultana |  kishoara.github.io |  kishoara.me@gmail.com

OBJECTIVE

Computer Science graduate with 3+ years of experience in the administration of managing enterprise software projects for 1+ million users in 10+ government agencies. Applying for graduate school in Technology Management to build on strengths in digital transformation and data analytics for decision-making. Strong technical foundation and communication skills make me an attractive teaching assistant for courses in MIS, Database Management, Systems Analysis, and Project Management courses.

EDUCATION

 Bachelor of Science in Computer Science and Engineering
Southeast University, Dhaka, Bangladesh. CGPA: 3.31/4.00

2016 – 2020

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

Project Coordinator, Syntech Solution Ltd.

July 2022 - continuing

- ▷ Managed 20+ projects for enterprise software solutions supporting 1M+ users in 10+ government ministries & agencies by incorporating Agile & Scrum.
- ▷ Led cross-functional teams of 50+ developers, designers, and analysts in managing the analysis of the requirements and the architectural aspects in linking the solutions to the government stakeholders.
- ▷ Enhancing the delivery of public services through the analysis and scaling of system workflows, in addition to the mentorship of junior developers.

Key Projects

• Integrated Digital Service Delivery Platform for Ministry of Social Welfare

Tools: Laravel, Vue.js, MySQL, Microservice architecture

- ◊ Integrated development of the centralized platform for the 8 core e-governmental services allowing citizens to apply for aid, grant and support online, decreasing the time for public service delivery by 45%.
- ◊ Automatic workflows for the various agencies that provide easy web/mobile accessibility.

• Meter Management System for Dhaka Water Supply and Sewerage Authority

Tools: Laravel, jQuery, Java Spring Boot, Vue.js, Oracle 19c

- ◊ Designed digital complaint system for utility customers enabling 500,000+ customers to submit & track their-meter related issues online, reducing the processing time by 60%.
- ◊ Implemented real-time stock level measurement for the meters in the field.

• Integrated Digital Service Platform for Ministry of Agriculture

Tools: Laravel, Vue.js, MySQL, Microservices

- ◊ Built the MoA Services Portal, digitalizing licensing, permits, subsidies, incentives, and support services for nationwide agricultural stakeholders.
- ◊ Delivered a scalable, workflow-driven system serving 1M+ users, improving service efficiency by 50%.

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

- ▷ Practical work experience in the areas of billing, HR Management, Payroll, Inventories, and web portals.
- ▷ Helped in software analysis tasks and system updates. Assisted in web content maintenance, database security, and documentation.

TEACHING & LEADERSHIP EXPERIENCE

- Mentored more than 10 junior developers and interns on software architecture concepts, ML workflow processes, data preprocessing methods, and documentation practices in software project coordination at Syntech Solutions.
- Conducted internal training sessions on Agile/Scrum methodologies, system analysis methods, and project management tools for cross-functional team members on various project sites.
- Designed technology system concepts/requirements for presentation to various government agencies. Explained complex technology concepts in simplified business terms. Conducted presentations for 10+ government ministry audiences.
- Supervised undergraduate students on research methodologies, data analysis procedures, and writing research reports during their coursework at Southeast University.

SKILLS SUMMARY

Technical & Development

- **Languages:** Python, C++, SQL, JavaScript, R
- **Frameworks/Libraries:** React, Vue.js, Laravel, Flask, Scikit-learn, TensorFlow, Pandas, NumPy
- **Tools & Infrastructure:** Git/GitHub, Docker, Linux/Unix CLI, CI/CD, LaTeX

Project Management

- Agile/Scrum, Requirements Gathering & Analysis, Sprint Planning
- Stakeholder Management, Risk Assessment, Process Optimization

Data & Architecture

- **Databases:** MySQL, Oracle, SQLite
- **BI & Analytics:** Power BI, Tableau, Excel, Predictive/Statistical Analysis, Data Visualization
- **Architecture:** Microservice Architecture, RESTful APIs, Database Design

Business & Leadership

- Cross-functional Team Leadership, Change Management, Budget Coordination
- Client Presentations, Training & Mentorship, Strategic Planning

STANDARDIZED TESTS

TOEFL iBT — Score: 82(Reading 19, Listening 19, Speaking 23, Writing 21)

November, 2025

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
 - ▷ Designed a predictive model for classifying the sentiment of healthcare drug reviews using TF-IDF.
 - ▷ Implemented sentiment analysis for the very positive to very negative spectrum.
- **Bangla PDF OCR - Optical Character Recognition System for Bengali Text** September 2020
Tools: Python 3.10+, PyQt6
 - ▷ Developed an OCR software for effective extraction of Bengali texts from PDF files with improved readability and processing capabilities.
- **Enterprise Inventory & Stock Management Platform** August 2019
Tools: Flask, SQLAlchemy, SQLite, HTML, CSS, JavaScript
 - ▷ Designed a web-based system for managing inventory by streamlining the tracking of products, suppliers, and sales.
- **Social Media Usage & Mental Wellbeing Data Analysis System** January 2020
Tools: React, Recharts, Tailwind CSS, PapaParse, Python, Pandas, NumPy, Seaborn, Statistics
 - ▷ Performed exploratory analysis on social media usage and mental health markers like stress levels and sleeping habits.