KISHOARA SULTANA

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

EDUCATION

Bachelor of Science in Computer Science and Engineering May 2016 – December 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

Senior Project Coordinator, Symphony Softtech Ltd. — Dhaka, Bangladesh January 2026 - Present

▷ Promoted to a senior role coordinating enterprise software implementations, including CMMS for Eastern Refinery Limited and AMS for Mongla Port Authority.

▷ Managing technical teams and stakeholder engagement across audit management, compliance tracking, and regulatory reporting for government and enterprise clients.

▷ Leading projects for solutions provider serving 150+ clients across pharmaceuticals, manufacturing, finance, and logistics industries.

Project Coordinator, Syntech Solution Ltd. — Dhaka, Bangladesh July 2022 - December 2025

▷ 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

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

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

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.