

KISHOARA SULTANA

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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

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

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

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.