

# Mohammad Hossain

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## SUMMARY OF QUALIFICATIONS

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**I'm a resilient Systems Analyst** with strong skills in communication and relationship management. I have a proven history of working well with stakeholders to deliver solutions across various Agile release trains.

**With over 10 years of IT experience** in both Agile and Waterfall methods, I bring a lot of knowledge to my role. I'm committed to achieving successful outcomes and can easily investigate and solve complex issues.

**My ability to adapt and grow** with the team and processes helps me drive innovation and continuous improvement.

## WORK EXPERIENCE

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### Australian Taxation Office

**Nov 2024 - Present**

*APS6 IT Systems Analyst*

Working as a Pipeline Systems Analyst on Payday Super (PDS) projects.

### Australian Taxation Office

**Mar 2024 - Oct 2024**

*STPSS PMG*

Key responsibilities:

- Helped manage Change Requests by reviewing new requests, updating the Change Request Register, and keeping the Change Request Tracker current
- Assisted with the Demand and Forecasting Tool by updating worksheets with all available forecasting data
- Supported the PMG Mailbox, Calendar, and Distribution List by managing permissions and updating the contact list for STPSS and other areas
- Created various PMG Dashboards, such as the Overview Dashboard, PI Dashboard, Integrated Release Dashboard, Standard Release Dashboard, Impact Assessment, and Inspect & Adapt Dashboard
- Developed PMG Queries for Proposed Capabilities, Impact Assessment, Scrum Team Features, ST Features, and Features for Dependency Teams (like DDS, DWIS, ITAPS, etc.)
- Supported the Pipeline by creating ADO Capabilities and Features, reviewing the initial and completed PL191, and updating the Capability Checklist spreadsheet
- Assisted the RTE during PI planning by preparing the proposed STPSS PI Roadmap, helped with the Pre-PI planning session with the RTE on the Roadmap, and developed the PI Outcomes Pack
- Helped facilitate PMG sessions such as Inspect & Adapt, Refinement, and Scoring by updating ADO capabilities, creating email templates, sending invites, attending sessions with Pipeline, Business, and WSJF members, and performing post-session updates

### Australian Taxation Office

**Jan 2022 - Feb 2024**

*APS5 IT Systems Analyst*

Key responsibilities:

- I have gained solid experience working closely on Foreign Ownership Asset Register (FOAAR) Projects. As part of an Agile Scrum Team, I participate in Program Increment (PI) Planning and Backlog Refinements during each sprint. I work with the product owner to identify and extract the technical and functional requirements needed for use cases and user stories based on business features.
- My work includes data modeling for new entities, designing fields, configuring lookup fields, creating and modifying form fields, organizing fields logically, and setting up entity mappings to pre-fill data. I also create and configure role-based access controls and implement business rules for forms.
- I maintain various documents, including AP354 Functional Design, AP353 Service Design, AP357 Custom Function Design, as well as operational guides and test cases using Word, Visio, and Excel on TFS.

- I analyse functional specifications and document impact analyses on form fields, overrides, business rules, and sections, identifying dependencies in business change requests. I also use Business Process Management frameworks for both structured and unstructured processes.
- Additionally, I analyse, design, develop, test, and document functional requirements for midrange Tax Systems that use a .NET front end (ICP UI) and a SQL Server backend with an MVC pattern. I design taxation business rules in a DB2 backend and a COBOL-based business rule engine.
- I perform rules analysis on business rules, documenting inputs, outputs, and error conditions.

#### Achievements:

As an experienced systems analyst, I know both Waterfall and Agile methods well. In my role at this project, I was part of an Agile Scrum Team, where I regularly helped with Program Increment (PI) Planning and Backlog Refinements during each sprint. I work with the product owner to identify and clarify technical and functional requirements based on business features, which helps us create use cases and user stories. Then, I discuss these with developers to understand the architecture better and create a design that meets all requirements. I collaborate closely with developers, guiding them on Agile practices, tools, and methods that will help us build what we need. I also coordinate with them on product backlog grooming and story estimation in TFS.

While working on various Agile projects at ATO, I gained valuable experience with the ATO Online and FOAAR Projects. During each Quarterly Release, I make sure to communicate with the Developers when issues arise that could affect our delivery. I do this by:

- Quickly identifying the root cause of problems and offering expert advice on solutions.
- Bringing in Subject Matter Experts (SMEs) to help when our Developers need additional technical support, which helps us learn and improve our team's skills.
- Giving constructive feedback to Developers to encourage continuous improvement.
- Sharing my knowledge with the team to support succession planning.

These efforts have helped resolve issues and allowed our team to meet our sprint goals and contribute to the overall success of the ITX train for each PI.

I coached and mentored several team members on the ITX Train. Recognising my skills and knowledge, I saw a chance to help our team by taking on a mentoring role. This helped us align better with other Agile teams, creating more consistency and making our build process more effective. To achieve this, I:

- Identified skill gaps and provided training needs, then implemented strategies to build our team's capabilities.
- Shared existing training documents and created new ones as needed.
- Sought out learning opportunities for the team through L&D and UDEMY.
- Encouraged team members to participate in training and share knowledge.
- Promoted feedback and created a culture of continuous improvement.
- Led by example in using tools like Kudos, Jabber, email, and phone calls to show appreciation for my colleagues.

As a result, the team feels more confident in applying Agile methods and understands how the system analysis process fits into our work. I've received positive feedback from my team, fostering a supportive and respectful environment.

I work well with teams in all my roles, whether I'm on-site or working remotely. I understand the importance of teamwork and being a supportive team member, even when I'm working from home with off-site teams and communicating with on-site clients. To encourage effective collaboration and create a positive team culture, I use several strategies, including:

- Creating diagrams for administrative and user documentation.
- Leading client interviews and brainstorming sessions to gather information from business stakeholders.
- Offering guidance to non-technical stakeholders on technical issues.
- Managing multiple complex projects at once, prioritizing tasks, and monitoring project risks.
- Building strong relationships with stakeholders to develop trust and ensure successful project implementation.
- Encouraging staff to follow the APS Code of Conduct, APS Values, and the Department's Expectations Statement.

During the 22Q2 Quarterly Release, our team was given a very complex feature, and I was responsible for creating the design documentation. I did this by reviewing the Feature document and the high-level Functional Specification Document to understand the entire system flow, integration points, and the systems affected. From this analysis, I created detailed designs for the affected processes, making sure to include the acceptance criteria for both positive and negative scenarios. Once I felt confident that I had covered everything, I emailed the high-level designs to the Business team for their review. They praised my thoroughness, which reassured them that the feature would be built correctly.

As an IT Systems Analyst, I'm responsible for the business and custom rules I create. To ensure all requirements were met, I reviewed the Acceptance Criteria written by the business. I also looked at the high-level System Requirement Specification to understand the integration points better and found a gap in coverage. Since this was a new change, the missing coverage could have led to serious issues. I expanded the coverage to include business rules and explained the steps I took to the developer and tester. They now feel more confident handling complex features and have shared their knowledge with others.

The Government's foreign investment measures led to major changes in my work program during the 22Q3 Quarterly Release. To adapt to these changes while also handling high-priority tasks, I did the following:

- Consulted with my team and the Product Owner to make sure I understood the changes and had the capacity to manage them.
- Worked with the Integration Manager to negotiate with other teams to adjust work delivery as needed.
- Made sure my team felt supported and confident about our tasks.
- During sprint planning and review, I prioritized high-priority features and quickly addressed any issues or escalated them as needed.
- Took responsibility for any risks and reported them to the Scrum Master and Product Owner, keeping the Managers updated with status reports.

The Managers appreciated my approach, which led to a successful and high-quality release.

### **Australian Taxation Office**

**Apr 2020 - Dec 2021**

*Software Test Analyst*

Key responsibilities:

- I tested ATO's main business processing systems and interfaces. For selected projects, I handled analysis, design, testing, and feedback, leading to successful tests and production releases. I created, managed, and maintained test data, executed test scripts, and reported any defects. I also documented everything to support and validate the testing process.
- I continued to provide guidance and mentoring by assessing training needs for existing and new employees and developing effective training materials. I facilitated staff training and coaching, which helped improve efficiency and boost team morale.
- I maintained positive relationships with key stakeholders by managing their needs and acting as a liaison. I collaborated with others, shared information, and promoted knowledge transfer to build strong connections.
- I communicated effectively with both internal and external clients, adjusting my communication style to match their level of knowledge and experience.
- I have experience using various ATO applications and systems, including testing the SBR channel (Standard Business Reporting), OSFA, and others. I provided ongoing support and mentoring to team members, helping them improve their skills and making more resources capable of using these tools. I also worked on projects related to the Business Portal and Online Services for Tax Agents/MyTax.

### **NSW Electoral Commission, Senior Test Analyst**

**Sep 2019 — Apr 2020**

I worked on a project to test the business processes and event readiness for the upcoming NSW Local Council Elections. This involved testing 20 different systems and their interfaces.

### **CGI, Senior Test Analyst**

**Jul 2018 — Jul 2019**

I worked on several projects, including the Pension Plan, Old Age Security, and Data Migration (ITRDS to CPMS) projects.

### **UnitingCare, Software Test Analyst**

**Aug 2017 — Mar 2018**

I worked on system upgrade projects for UnitingCare Queensland (UCQ) and Blue Care.

### **Department of Education and Training, Software Test Analyst**

**Sep 2016 — Aug 2017**

I worked on the School Budgeting System (SBS) project. I was involved in functional testing, data validation, integration testing with other applications, and verifying reports.

### **Department of Human Services, System Integration Test Analyst**

**Aug 2015 — Sep 2016**

I worked on projects to upgrade the Centrelink Payment system (Mainframe), the Cashless Debit Card, and the SAP Frontend (Claims) system.

### **Australian Financial Security Authority, Software Test Analyst**

**Dec 2014 — Aug 2015**

I worked as a Technical Test Analyst on the PPSR upgrade project, which provides web applications for registering personal properties by relevant agencies.

**Department of Veterans' Affairs, *Software Test Analyst***

**May 2014 — Dec 2014**

I worked on the Citrix Upgrade Project and the Desktop Modernization Infrastructure Refresh project.

**Australian Customs and Border Protection Services, *Software Test Analyst***

**May 2011 — Apr 2014**

I worked on several projects, including the End User Computing (EUC) and Next Generation Desktop (NGD) Infrastructure Refresh projects.

**Department of Immigration and Citizenship, *Software Test Analyst***

**May 2010 — Feb 2011**

I worked on the Data Migration project and the Generic Visa Portal (GVP) project.

**EDUCATION**

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**Masters of Information Systems (MIS)**

*Central Queensland University*

**ISTQB**

*Australia New Zealand Testing Board*

**TECHNICAL SKILLS**

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- Software Development Life Cycle (SDLC), System Analysis and business process design of IT applications/systems
- Eliciting Business Requirements and facilitating stakeholder workshops
- Producing functional and non-functional specifications, business rules, use cases and user stories
- Analysing and mapping business processes, user pathways and information flows
- Teamwork, peer review, mentor colleagues and stakeholders collaboration