

Mohammad Hossain

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SUMMARY OF QUALIFICATIONS

I'm a Systems Analyst with excellent skills and a proven track record of working with stakeholders to deliver solutions in Agile environments. With over 10 years of IT experience in both Agile and Waterfall methodologies, I have a strong ability to solve complex problems and drive successful project outcomes. I thrive in adapting to new challenges and continuously work to improve processes and team performance.

WORK EXPERIENCE

Australian Taxation Office

Mar 2024 - Present

APS5 IT Systems Analyst

STPSS PMG

Achievements:

- I independently involved the Change Request process, keeping the tracker updated and ensuring the team had the right information to make decisions. I worked closely with others to organise meetings like Inspect & Adapt and Refinement, which helped align the team and improve project results.
- I updated the Demand and Forecasting (DFF) Tool with the latest data to help the team make better decisions. I also created dashboards to give teams insights into project progress, which helped identify areas for improvement and shared useful information with everyone involved.
- During PI Planning, I worked with different teams to prepare the PI Roadmap and ensure everyone was aligned on team goals. I also created tailored reports for teams like DDS, DWIS, and ITAPS, making sure they had the right information to manage their projects.
- I adapted quickly to changes by updating dashboards and queries as project needs evolved. During team meetings, I contributed ideas for improving how we handled change and ambiguity, leading to better results.
- I contributed to PI planning and forecasting across different teams, ensuring everyone was aligned on goals. My work with Change Requests and the PI Roadmap helped support wider team objectives, making sure all projects stayed on track.

Australian Taxation Office

Feb 2025 - Mar 2025

a/g APS6 IT Systems Analyst

Worked as Systems Designer on Your Fund Your Super (YFYS) project.

Achievements:

- While working with the Hot Wheels team on the YFYS Projects, I independently analysed functional specifications, documented business rules, and identified dependencies in business change requests. I worked closely with the Developer team and Product Owner during Program Increment (PI) Planning and Backlog Refinements to ensure that all business features were understood and delivered successfully. My contributions helped influence key decisions, ensuring the project stayed on track and met quality standards.
- I regularly reviewed and documented functional specifications and business rules, helping identify areas for improvement. By maintaining critical documents such as AP353 Service Design, AP357 Custom Function Design, and CRDR changesets, I ensured the team had access to accurate and up-to-date information, which improved our processes and helped drive continuous improvements.
- Throughout my time with the YFYS Projects, I maintained proactive communication with both technical and business teams. I ensured everyone was aligned on the project's progress by regularly updating them on

requirements and flagging any dependencies in change requests. My clear and frequent communication helped solve problems quickly, ensured everyone was on the same page, and kept the project moving forward efficiently.

- In the Agile environment of the YFYS Projects, I adapted to changes quickly and embraced new approaches to meet project needs. I worked collaboratively with the team to ensure that evolving business requirements were captured accurately and integrated into the project. My flexibility and open-mindedness in adapting to changes ensured that the project could continue progressing without delays.
- My work on the YFYS Projects contributed to the broader success of the team by ensuring that business features were well-understood and delivered in line with strategic goals. Through my contributions to PI Planning, backlog refinement, and documentation, I helped align the project with the wider objectives of the Hot Wheels team and the ATO.

Australian Taxation Office

Nov 2024 - Jan 2025

a/g APS6 IT Systems Analyst

Worked as Pipeline Systems Designer on Payday Super (PDS) projects.

Achievements:

- During my six weeks with the PDS Pipeline team, I helped create a system interaction diagram for the SGC Calculator Tool. I also worked with the team to help develop the PDS Pipeline Team Plan, ensuring we were all aligned on project goals and deliverables.
- I attended several system analysis training sessions to improve my skills. I also joined CDT meetings, where I shared key insights with the team through email summaries, helping everyone stay informed and improve our work.
- I communicated regularly with the team by summarising important points from CDT meetings and sending them out via email. This helped keep everyone on the same page and allowed us to solve problems quickly and work more efficiently.
- I attended training to learn new ideas and adapted quickly to the team's needs. I also helped clarify complex system areas, making it easier for the team to deal with uncertainties.
- My work on the system diagram and the team plan helped align our efforts with larger team goals, ensuring we were contributing to the overall success of the project.

Australian Taxation Office

Jan 2022 - Feb 2024

APS5 IT Systems Analyst

Worked as Systems Designer on Foreign Ownership Asset Register (FOAAR) Projects.

Key responsibilities:

- Participated in Agile Scrum Teams, contributing to Program Increment (PI) Planning and Backlog Refinements.
- Worked with the product owner to extract and identify technical and functional requirements for use cases and user stories based on business features.
- Took ownership of data modeling for new entities, designing fields, configuring lookup fields, and creating role-based access controls to ensure accurate and efficient system functionality.
- Maintained and updated key project documentation, including functional designs (AP354), service designs (AP353), custom function designs (AP357), and test cases, using tools like Word, Visio, and Excel on TFS.
- Analysed functional specifications, document impact analyses on form fields, business rules, and sections, and identify dependencies in business change requests.
- Conducted thorough analysis on business rules, documenting inputs, outputs, and error conditions to ensure proper system functionality.
- Designed, developed, and documented functional requirements for midrange Tax Systems, including .NET front-end (ICP UI) and SQL Server back-end systems with an MVC pattern.
- Researched and interpreted information to drive continuous improvement in system design and functionality.
- Shared knowledge with the team to build capabilities, ensuring consistent improvement in team performance and understanding of the system.

- Facilitated clear and effective communication between technical teams and stakeholders, ensuring that requirements and issues are well understood.
- Collaborated with stakeholders to identify and solve problems, ensuring successful and timely project delivery.
- Effectively managed ambiguity in functional requirements, adapting to evolving business needs and ensuring that system designs remain flexible and scalable.
- Implemented solutions for both structured and unstructured business processes, ensuring alignment with overall system goals.
- Actively contributed to large-scale initiatives like the Foreign Ownership Asset Register (FOAAR) projects, ensuring that all systems are designed and integrated efficiently.
- Ensured successful project outcomes by working collaboratively with cross-functional teams, managing dependencies, and aligning efforts with broader portfolio and site-level objectives.

Achievements:

- In my role as a systems analyst, I worked independently to create detailed design documentation and collaborate closely with developers to ensure technical and functional requirements were met. I also worked as part of an Agile Scrum team, contributing to PI planning, backlog refinement, and offering advice to the team, ensuring successful sprints and project outcomes.
- I proactively identified skill gaps in my team and organised training to help improve our Agile practices. I also shared training materials and created new ones to support my colleagues' development. This helped build team capability, making our Agile processes smoother and more effective.
- I maintained strong communication with stakeholders, including developers, product owners, and the business team. When issues arose that could impact delivery, I quickly identified the root cause, offered solutions, and brought in Subject Matter Experts (SMEs) when needed. My regular updates to stakeholders ensured smooth collaboration and timely issue resolution.
- During the 22Q3 Quarterly Release, I adapted to significant changes due to the government's foreign investment measures. I worked with my team and the Product Owner to adjust priorities, while managing high-priority tasks and addressing any issues that came up. My flexibility in handling change contributed to a successful release.
- Throughout various projects, I contributed to initiatives that impacted the wider team and organisation. For example, during each Quarterly Release, I ensured my team's efforts were aligned with broader project goals by collaborating with other teams, prioritising features, and helping manage risks, which led to the overall success of the ITX train.

Australian Taxation Office

Apr 2020 - Dec 2021

Software Test Analyst

Worked as Systems and Functional Test Analyst in ITAPS Projects.

Achievements:

- I independently conducted testing for key business systems and interfaces, managing test data, running test scripts, and reporting issues. This helped ensure high-quality launches. I also collaborated closely with my team to provide advice and guidance, which contributed to successful project outcomes.
- I conducted thorough analysis and testing for various ATO applications, including the SBR channel and MyTax, ensuring continuous improvements in system functionality. I also identified training needs for the team, developed training materials, and shared knowledge to build team capabilities, ultimately improving team efficiency and skills.
- I built strong relationships with key stakeholders by understanding their needs and acting as a link between teams. I communicated effectively with both internal and external clients, adapting my communication style to ensure that everyone was informed and engaged. My collaborative approach helped resolve issues and drive projects forward.
- I demonstrated openness to new approaches by embracing changes in testing methods and continuously adapting my work to meet evolving project needs. My flexibility in dealing with different ATO systems, including testing

new interfaces and supporting ongoing projects like Business Portal, helped ensure that we could quickly adapt to new requirements and challenges.

- My contributions extended beyond individual projects, as I played a key role in supporting projects like the Business Portal and Online Services for Tax Agents/MyTax. Through my testing and collaboration with various teams, I helped contribute to the wider goals of improving ATO systems and services, making sure they met organisational objectives.

EDUCATION

Masters of Information Systems (MIS)

Central Queensland University

ISTQB

Australia New Zealand Testing Board

TECHNICAL SKILLS

- 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