Mohammad Hossain

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SUMMARY OF QUALIFICATIONS

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

Australian Taxation Office   **Nov 2024 - Present**
a/g APS6 IT Systems Analyst
Working as a/g APS6 Pipeline Designer on Payday Super (PDS) projects.

Australian Taxation Office   **Mar 2024 - Oct 2024**
STPSS PMG
Achievements:
- One of my key achievements was to help manage Change Requests effectively. I streamlined the process by reviewing new Change Request submissions, updating the Change Request Register, and keeping the Change Request Tracker current. This attention to detail improved efficiency and helped the team stay informed about ongoing changes. I also contributed to the Demand and Forecasting (DFF) Tool by updating worksheets with available forecasting data, which improved decision-making.
- I created several PMG Dashboards, including the Overview, PI, Integrated Release, Standard Release, Impact Assessment, and Inspect & Adapt Dashboards. These dashboards provided valuable insights and helped the team manage projects more effectively. Additionally, I developed PMG Queries for Proposed Capabilities and Impact Assessments, tailored for Scrum Teams and Dependency Teams like DDS, DWIS, and ITAPS, which enhanced our ability to track project features.
- During PI planning, I supported the RTE by preparing the proposed STPSS PI Roadmap and collaborating on the Pre-PI planning session. I also developed the PI Outcomes Pack to align team goals. I helped facilitate important PMG sessions, such as Inspect & Adapt, Refinement, and Scoring sessions, by updating ADO capabilities, creating email templates, sending invites, and engaging in discussions with team members. This teamwork not only ensured successful meetings but also improved team dynamics and project results.

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
Achievements:

- One of my main achievements was testing ATO's key business systems and interfaces. For certain projects, I conducted the analysis, design, testing, and feedback processes, which resulted in successful tests and launches. I created and managed test data, ran test scripts, and reported any issues. My detailed documentation throughout the testing ensured everything was clear and validated, improving the overall quality of our systems.
- I also played a key role in mentoring team members by identifying training needs for both new and existing employees. I developed helpful training materials and conducted training sessions, which improved efficiency and boosted team morale. This focus on training helped create a more skilled and confident team.
- I built strong relationships with key stakeholders by understanding their needs and acting as a link for teams. I worked collaboratively by sharing information and encouraging knowledge transfer. I communicated well with both internal and external clients, adjusting my style to fit their level of understanding. My experience with various ATO applications, including testing the SBR channel and supporting projects like the Business Portal and Online Services for Tax Agents/MyTax, added value to my contributions to the team and the organisation.

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

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