M.Moin-Ur-Rahman

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Linked in Profile
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Career Objective

Focused on continuous professional development and strengthening problem-solving abilities to effectively handle any situation, while contributing to both personal growth and organizational success.

Skills

Language: JQL, SQL(basic), Python(basic)
Technologies & Tools: MS Office, JIRA, POSTMAN, Datagrip, MySQL, Proteous, Mermaid, Figma, BPMN

Experience

Business Systems Analyst (Business Analysis)

BRACIT Services Ltd   June 2025 - Present
A leading provider of IT and technology services in Bangladesh
- Led API integrations by translating business needs into technical requirements.
- Conducted requirement analysis, scope definition, and impact assessment to ensure alignment with business objectives.
- Performed data analysis using SQL and AI to validate requirements, identify gaps, and support decision-making.
- Authored API documentation and integration specifications, enabling seamless collaboration between development and QA teams.
- Facilitated stakeholder management and cross-functional collaboration, ensuring effective communication across business, technical, and operations teams.

Engineering Operations Analyst (Digital Service Operations)

BRACIT Services Ltd   Nov 2022 - May 2025
A leading provider of IT and technology services in Bangladesh
- Oversaw operations of sbiCloud ERP and DFA L1 support of BRAC International across **Ghana, Tanzania, Liberia, Rwanda, Kenya, Sierra Leone, and Myanmar**, ensuring seamless system performance in multi-country operations.
- Support CBS alongside Digital Field Application, resolving service requests using JIRA and Manage Engine.
- Troubleshoot technical issues, escalating to L2/DevOps/Infrastructure teams when required, ensuring minimum downtime and efficient incident resolution.
- Coordinated deployment activities with BI and CIT teams, performing UAT, validating hotfixes, and conducting system integrity testing before and after production releases.
- Facilitated cross-team problem-solving sessions to analyze ERP/CBS issues and define resolution strategies.
- Delivered stakeholder communication, Scrum facilitation, and client presentations, aligning technical and business teams across international offices.
- Produced standardized documentation (SOPs, FAQs, bi-weekly/monthly reports) to improve knowledge sharing and operational governance.

Business Analyst (Product Growth, Technology & Sales)

Pagarbook Private Ltd   Sep 2021 - Nov 2022
A technology and sales-oriented enterprise providing innovative solutions
- Led requirement elicitation, analysis, and documentation (BRS, SRS) to define functional and technical specifications.
- Designed process flows and UI mockups using BPMN, Xmind, and Figma to ensure clarity in requirements.
- Facilitated UAT, retrospectives, and requirement walkthroughs with stakeholders, QA, and L2 support teams.
- Applied SDLC and Agile methodologies to manage end-to-end requirement lifecycle and sprint planning.
- Conducted basic software testing (API validation, sanity testing) to support product quality assurance.
- Coordinated WAR deployments and production releases while ensuring smooth change management.
- Analyzed customer post-release issues, performed root cause analysis.

Education

Bachelor of Science in Electronics & Communications Engineering
EAST WEST UNIVERSITY (CGPA-2.74)   2017 - 2021

Higher Secondary School Certificate
Government A.H. College (GPA-5.00)   2014 - 2016

Secondary School Certificate   2012 - 2014
Armed Police Battalion Public School & College (GPA-5.00)

Training/Courses

Fundamentals of PMO
Fundamentals of Project Management from Philanthrophy University

Agile Project Management with JIRA
JIRA Work & Service Management Fundamentals from JIRA Learning

Software Quality Assurance
Training course on QA from SQA Learning Academy

Advance MS Excel
Advance Microsoft Excel From 10 Minute School.

CCNA
Cisco Certified Network Associate (CCNA) From AIUB

Projects

BRAC Data Service Portal
Solution Designer and Business Analyst of the project. This portal is designed to separate Data Tickets from Service Tickets. It aims to prevent data inconsistencies and provide better operational support to stakeholders by addressing recurring human generated errors.

Automated Traffic Control System Using Artificial Intelligence (AI)
Developed an AI-based smart traffic control system tailored to Bangladesh's urban traffic challenges.

Leadership & Creative Experience

Organizer Head – East West University Telecom Club
Coordinated events, managed photography/media sections, and led people management activities. Served as lead organizer for the International Telco Warfare event, ensuring smooth execution and stakeholder engagement.

Director of Photography & Assistant Director – Bangladesh Films & Media
Contributed to screenplay direction, script writing, and videography, supporting creative production and storytelling. Assisted direction and production teams in developing and delivering high-quality media projects.

References

Atiyab Habib
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