RAZWAN ABDULLAH
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Professional Summary

Seasoned professional with six years of experience in high-pressure environments working with data analytics and leading projects that connect people to digital finance and payment opportunities.

Experience

Project Manager | Prime Bank PLC.
June 2024-Present
Dhaka, Bangladesh

- Guide cross-functional teams including developers, QAs, and BAs aligning with business objectives and vision.
- Develop and manage project plans, schedules, and budgets, ensuring project milestones are met and aligned with client objectives.
- Conduct UAT, UVT and exploratory testing while coordinating with QA and developer to resolve arising issues.
- Monitor project performance, identify risks, and create mitigation strategies.
- Prepare and present regular project status reports to senior management, ensuring transparent communication of project progress and issues.

Key Achievements:

- Spearheaded the development and launch of personal nano loans facility through the PrimeAgrim App that provides loans (under USD100) to blue collar workers who lacked access to traditional credit for urgent, small-scale financial needs. This resulted in democratized credit access, successfully onboarding 3.2m borrowers, $10.1m in disbursed loans and building a new, sustainable revenue stream for the bank.
- Developed and launched of PrimeCollect, a novel fees collection software that allows for seamless educational fee collection through OTC or online through a dedicated website. This streamlined the entire collection lifecycle for partner institutions, reducing institute fee processing time by 40% and improving cash flow visibility by 30%.
- Pioneered and launched MSME nano loans facility through a strategic partnership with Hishabee through which small businessmen are able to avail loans for their daily business needs. This is an industry first for the Bangladesh market and established the bank as an innovator in financial inclusion, providing capital to 1.2m small businesses and capturing a new market segment worth $10b with $7.4m in disbursed loans.
- Spearheaded the launch of QR-based cash withdrawal at branches, a key digital transformation initiative. This directly enhanced the customer experience by streamlining the traditional process, and led to 30% reduction in average transaction time and 50% decrease in peak hour queues resulting in waiting times of only 10 minutes per customer.
- Architected and led the pivotal integration of the bank's Core Banking System (CBS) with major digital platforms, PSPs and PSOs, and the Central Bank (DGePay, SonaliPay, bKash A2A, bKash Interoperable Service, Bangladesh Bank's NPSB Interoperable Service, AamarPay) to address customer demand for seamless, real-time payment channels. This technical initiative created a unified financial ecosystem, which directly enhanced the digital customer experience, catalyzing a 25% increase in digital transaction volume within the first quarter, adding value and prestige for the bank.

First Security Islami Bank PLC.
January 2016-December 2019
Dhaka, Bangladesh

- Liaised with versatile teams made up of members from different divisions to analyze overall debit/credit card market and create detailed reports and solutions to provide expansion, marketing, and technological strategies to be on cutting edge of Bangladesh market. This collaboration directly led to on boarding 9m new customers, expanding into 4 new customer segments and capturing 20% of the card market in Banlgadesh.
- Worked with data to assist management in developing "what if" scenarios for budget forecasting strategies to develop action plans to improve profitability and prepare quarterly forecasts to set baseline for following year's budget, resulting in 40% increased profit for the Bank in FY 2017-2018.
- Mentored and trained Call Center agents for the Bank's Call Center, including creating the training manual, researching training methodology and delivery of material to the Call Center Agents. This initiative reduced operational errors by 30% within two months and decreased average issue resolution time by 40%, significantly boosting the team's overall productivity and accuracy resulting in a better customer experience.
- Mentored and trained junior team members in operating card transaction reconciliation software, ATM and CRM operation, understanding ONUS, OFFUS, Remote ONUS transactions. This significantly boosting the team's overall productivity by 20%.

Education and Certifications
Ontario Graduate Certificate in Information Technology Solutions, 2022
Humber Polytechnic - Toronto, ON
Bachelor of Science in Electrical and Electronics Engineering, 2015
North South University **-** Dhaka, Bangladesh

Technical Expertise
- **Programming languages:** Python, HTML, CSS, Bootstrap, Java, JavaScript, XML.
- **Database Concepts:** MySQL.
- **Operating Systems**: Windows.
- **Tools:** MS Office, Azure Notebooks, Anaconda, Hadoop, Tableau, Power BI, Asana, Monday, Jira.