

# Wajdan Mahbub

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## EDUCATION

### MBA and MS, Digital Technology

Expected May 2021

Boston University Questrom School of Business; Boston, MA

### BA, Economics and Politics

May 2012

Bates College; Lewiston, ME

## WORK EXPERIENCE

PORTONICS LIMITED; Dhaka, Bangladesh (Remote)

August 2020 to Present

**Business Team – MBA Product Management Intern** | Worked with senior product managers to define product requirements, develop product roadmaps, and create go-to-market strategies for cloud-based products. Revamped how customer feedback is used to develop new product features and evaluate pain points.

- Created several features for mobile apps that can complete fast and secure transactions for retailers, which improved online transaction volume by 15% (\$1.1M).
- Helped software engineers develop new features for MyTelenor's gaming platform, which increased game pass purchases by 19% (\$2.7M).
- Worked with Aarong department stores to define and create five new website features that improved user experience and increased customer traffic by 28% (257K visitors).

TOTAL SYSTEM SERVICES; Boston, MA

2018 to 2019

**Reporting Team – Business Operations and Reporting Analyst II** (4 months) | Lead three-person team within the Accounting and Finance Department to oversee database and data frame development projects. Updated business intelligence reports to incorporate new merchant data for \$4B payment processing company.

- Developed data frames to generate monthly reports for major merchants and key accounts, reducing report completion time by 72 minutes (83%).
- Designed and implemented key performance indicators (KPIs) to measure merchant activity in Tableau, allowing Operations Team to reduce inactive Genius terminals by 32% (253 terminals).

**Reporting Team – Sales Operations Analyst** (13 months) | Spearheaded projects to map and convert all databases in SQL Server to TSYS's data warehouse and developed new data frames to automate business intelligence reports.

- Supervised development of merchant activity report in SQL Server, reducing payment errors by 22% (\$17K).
- Increased monthly revenue over \$55K by auditing and identifying merchants not charged statement fees.

CAYAN; Boston, MA

2015 to 2018

**Reporting Team – Sales Operations Analyst** | Developed databases and automated procedures to deliver business intelligence reports and forecast models for \$1B payment technology company.

- Devised and implemented procedures to upload 535 gigabytes of merchant transaction data into SQL Server to create new databases, decreasing month-end report completion time by 75% (9 days).
- Built merchant revenue database (MRDB) in SQL Server to organize fees by card brand, uncovering unbilled fees for 14,135 merchants and leading to \$4.3M (11%) revenue increase.

GRANITE TELECOMMUNICATIONS; Quincy, MA

2013 to 2015

**Revenue Assurance Team – Line Verification Specialist** | Built databases for telecommunication service provider using MS Access, and audited monthly statements from national carriers such as AT&T, Verizon and CenturyLink.

- Oversaw development of new queries to find erroneous fees on T1 and Long Distance (LD) lines using MS Access, decreasing monthly vendor fees by \$165K (17%).
- Audited phone line inventory using MS Access and reactivated 15,283 phone lines that were incorrectly deactivated, boosting monthly revenue by \$780K (12%).

## ADDITIONAL INFORMATION

**Programming Languages:** DAX, Python, PL/SQL and T-SQL

**Business Intelligence and Project Management Tools:** Adobe Analytics, Power BI, Power Pivot, Tableau, RStudio and Jira

**Interests:** Soccer, swimming, indoor climbing, gaming, skiing and volunteering at Habitat for Humanity