

Shabiul Hasan

PMO-PC | Data Analyst | B.Tech (C.S.E)

INDIA • Shabiul.hasan999@gmail.com • +918595154657

Objective

To keep adding value to my management/analytical skills and experience to achieve an established position through consistent efforts and dedication to learn and simultaneously contribute to the growth and success of the organization. And willing to take on new responsibilities to meet changing needs.

Profile Summary

- IT/Telecom Infrastructure professional with over 1.5 years of cross-cultural experience in Project Management, Service Delivery Management, Issue Management, Vendor Management, Business Process Management, Customer Relationship Management, Requirement Analysis, Data Analysis, Software Development extensively, and IT Service Desk.
- Stakeholder management (Vendor, Client/Customer, Internal departments - Management and Team): Interaction phone, email, and hosting project initiation and follow-up meetings, developing customer relationships.
- Comprehensive experience and exposure to the full project life cycle/ SDLC (Provide End-to-End Project Delivery).
- Excellent communication, analytical, interpersonal, and presentation skills.
- Monitoring and responding to all communications channels and handling escalations.
- Managing changing priorities under the scope of Projects / Orders / Client requests.
- Arranging process, cross-functional Training & Orientation for newly joined associates.
- A key Team Player- proactive, good listener, flexible, welcoming collaboration, problem solver, and positive attitude.

Professional Training and Certifications

- Excel Skills for Business: Macquarie University
- Intermediate SQL – Udemy
- Azure Data Factory - Udemy
- Data Analytics - EXL
- Power BI - Udemy
- Tableau - Edureka

Education

Course	Institute	University	Year
B.Tech (CSE)	Lloyd Institue	Dr. AKTU, UP, India	2023

Work Experience

Organization: Telgo05 (Noida, Uttar Pradesh, India)

Duration: Jan 2023- Present

Job Profile: PMO - Project Coordinator

- Successfully coordinated and managed OSS and BSS projects for Carriers, MVNOs & MVNEs, ensuring adherence to project timelines, budget constraints, and quality standards.
- Collaborated with cross-functional teams to define project scope, goals, and deliverables, ensuring alignment with organizational objectives.
- Utilized project management methodologies and tools to plan, execute, and monitor project activities, resulting in a 25% improvement in project efficiency.
- Conducted regular risk assessments and implemented mitigation strategies to minimize project risks and ensure successful project delivery.

- Facilitated communication between different teams, fostering a collaborative work environment and ensuring all stakeholders were well informed throughout the project lifecycle.
- Prepared and delivered comprehensive project status reports to senior management, highlighting key achievements, challenges, and recommended solutions.
- Assisted in the planning and execution of OSS and BSS projects, contributing to the successful delivery of multiple projects within budget and timeline constraints.
- Coordinated project meetings, documented meeting minutes, and tracked action items to ensure timely resolution of project-related issues.
- Assisted in the development and maintenance of project documentation, including project plans, schedules, and status reports.
- Design and implement a KPI tracking system (excel based) to optimize control procedures.
- Document & circulate daily performed activities to the project manager.
- Evaluate new recommended changes on existing projects to determine the risk associated with it.
- Analyzing and monitoring the project activities to minimize impediments on the project
- Organizing weekly meetings between the project manager, client, and other stakeholders
- Conducting meetings and presentations to share ideas and findings.
- Performing requirements analysis.
- Documenting and communicating the results of development efforts.
- Ensuring solutions meet business needs and requirements.
- Monitoring the daily progress of projects.
- Assist team towards successful project delivery.
- Help the project manager allocate tasks on the Project management tool.
- Identify and encourage areas for growth and improvement within the project
- Facilitate daily follow-up meetings with software developers, business analysts, and software architects.

Core Competencies

- Project management (initiating, planning, budgeting, executing, Infrastructure & operations support. controlling & closing)
- Process Improvement and Optimization Strategies
- Stakeholder Communication and Coordination
- Open to Learning and sharing best practices.
- Comprehensive knowledge of product lines, technical knowledge
- KPI Tracking and Optimization
- Vendor Management
- Managing Client Requests and Deliverables

Technical Competencies

- Data Visualization and Analysis Tools (Tableau, Power BI, Excel)
- Proficiency in Project Management Tools (JIRA, Asana, Trello, MS Project)
- Collaboration and Documentation Tools (SharePoint, Confluence, MS Suite, Google Suite)
- Design & Prototyping Tools (Figma, Sketch, MS Visio)

Personal Details

- Date of Birth: 15th Feb 1998
- Present Address: R-154, Joga Bai Extension, Jamia Nagar, New Delhi-110025