

MUHAMMAD ISMAIL



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INTEREST

I am a personable, strategic, and results-oriented Business Analyst who is a hard worker and self-starter with strong analytical, problem-solving, and communication abilities. Professional experience with a solid foundation in Information Technology and Business Development and dealing with a variety of challenges and concerns. I am tech-savvy and enthusiastic enough about technology to work with, utilize, develop, and write about it. The thing that most fascinates me is learning more about technology, people, products, and ideas, as well as stretching beyond core abilities to work on new areas/domains.

TECHNICAL SKILLS

- Business analysis and requirement elicitation.
- Designing mockups, wireframes, functional and non-functional prototypes.
- Experience in making Feature List, SOW, FSD, SRS, BRD and User Guides documents.
- Solid understanding of the domains of eCommerce, CRM, social media.
- Good knowledge and experience of web and mobile applications.
- User Acceptance Testing (UAT).

SOFT SKILLS

- Strong analytical, problem-solving, communication, negotiation, attention to detail, teamwork, research and presentation skills.
- Proposal presentations and product demonstrations.
- Good knowledge and experience in capturing business requirements.

TECHNICAL TOOLS

- **Project Management Software:** Trello, Github, Jira.
- **UI/UX Software:** Adobe XD, Figma, Justinmind, Pencil.
- **Diagrams Software:** Microsoft Visio, Draw.io, Star UML.
- **Online Business Management Software:** Shopify.

EDUCATION

NED University of Engineering & Technology (UIT)
CGPA - 3.36
2017 - 2021
BS - Software Engineering

WORK EXPERIENCE

OneHub (Pvt.) Ltd.

Business Development Intern | Mar 2021 - Apr 2021

- I have produced diverse thoughts and ideas through analytical and critical thinking for the advantage of my organization, designed fundamental workflows and content, tracked and handled order concerns.

Business Development Officer | May 2021 - Present

- I have gathered and analyzed all the necessary requirements for their upcoming website, for competing others in marketing I have searched multiple websites and articles to get new ideas, for better understanding and analyzing problems I have created important workflows and maintained all necessary documentation, created content, managed frontend and backend of the website, managed inventory and orders, handled and tracked order issues.

CS-Clinic

Business Analyst & UI/UX Engineer | Sep 2020 - Sep 2021

- I have elicited and analyzed requirements, developed problem-solving strategies through critical thinking, created UML diagrams, user stories, mockups, and low to high fidelity prototypes, maintained all documentation, analyzed data, workflow, user or stakeholder's input, and comprehend business process and planning.

Champions of Change

Social Intern | Oct 2019 - Mar 2020

- For the improvement of society, I have participated in a variety of social activities like chart paper demonstrations, awareness sessions, etc. in multiple areas of the city.

PROJECTS COMPLETED

Blockchain Based E-Certification

- I have collected and analyzed requirements by developing business strategies and their processes, maintained documentation, developed UML diagrams, user stories, mockups, and prototypes (low to high-fidelity).
- [Click Here](#) for the Documentation link.
- [Click Here](#) for the Website link.

HHV Store Management System

- I have met business stakeholders for collecting business requirements, developing plans and strategies by analyzing business processes, maintaining documentation, developed UML diagrams and prototypes.
- [Click Here](#) for the Documentation link.