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Summary

A confident, go-getter and detailed-oriented team player with strong organizational, collaboration and communication skills. Expert in optimizing processes, defining requirements, and delivering effective solutions. Proven ability to collaborate with cross-functional teams, utilize advanced analytical tools, and manage change to achieve operational excellence and organizational goals.

Skills

- Strong communication skills to manage and maintain relationships with key stakeholders.
- Experience in implementing business change initiatives, including understanding the impacts of change and helping stakeholders transition smoothly.
- Experience in writing functional specifications, user stories, and use cases.
- Experience working in Agile teams and managing backlogs.
- Experience in creating detailed project plans, including timelines, milestones, and resource allocation.
- Experience in managing cross-functional teams and fostering collaboration.
- Understanding of code and development and command on databases.
- Experience in SaaS product development and architecture.
- Proven track record of designing and launching SaaS applications.
- Expertise in multi-tenant SaaS design, cloud platforms (AWS/Azure), and UI/UX improvements.
- Strong leadership and problem-solving skills to guide the development team.

Work Experience

Business Analyst/ Product Owner at Systems Ltd. (September, 2023 – Present)



- Played an instrumental role as a Business Analyst & Project Manager at the Telenor Pakistan project.
- Led the end-to-end management of a successful IoT project for Telenor Pakistan, overseeing all phases from initial scoping and planning to final deployment and production.
- Manage the end-to-end client delivery process, ensuring all services are delivered successfully and meet the client's expectations
- Enhanced performance by effectively identifying and addressing critical needs in VAS & Digital Department.
- Presented findings and recommendations to senior management through compelling presentations.
- Conducted root cause analysis to formulate countermeasures to business mistakes and improve operations.
- Assessed customer feedback to drive continuous improvement in service delivery and product features.
- Documented process flows and created user manuals to support effective change management.
- Led user acceptance testing to validate functionality and performance against business requirements.
- Coordinated the deployment of new systems, ensuring minimal disruption to business operations.
- Actively participated in team meetings to share knowledge, exchange ideas, address challenges, and collaborate on potential solutions.
- Streamlined project management with effective communication and collaboration across cross-functional teams.
- Improved business processes by analyzing current practices and recommending optimization strategies.
- Performed gap analysis between existing systems or processes and desired state, identifying areas for improvement or enhancement.
- Received several kudos cards and the "Star of the Quarter" award (Q3 2024) for exceptional and successful client deliveries.

Business Analyst at Incito Technologies (February, 2020 – August, 2023)



- Business Analyst & Project Manager for a Backoffice Broker Management System, collaborating with stakeholders to gather, analyze, and document commission management requirements.
- Actively managed the lifecycle of Change Requests, ensuring timely delivery of enhancements and addressing evolving business needs.
- Led the agile sprint planning and execution, coordinating cross-functional teams to deliver high-quality, on-time solutions.
- Acted as the primary point of contact for Cowen International, ensuring seamless coordination and support for system integration and requirements fulfillment.
- Successfully coordinated with stakeholders, translating business requirements into actionable tasks for the development team.
- Planned and oversaw major developments in the product, from conceptualization to deployment, while maintaining ongoing support for the existing product model.
- Worked in a collaborative, agile environment, focusing on iterative improvements and efficient delivery through regular sprint cycles and retrospectives.
- Provided post-deployment support, addressing issues and ensuring smooth functionality of the Backoffice broker management system.

Teaching for IGCSE O/A Levels Mathematics.

- Took a 3-year career break to focus on family commitments while teaching Mathematics for O/A Levels and IGCSE.
- Earned several awards for outstanding results, discipline, punctuality, and dedication.



Business Analyst/Quality Assurance Engineer at Agilo Soft.

- Collaborating with prospective users and clients to understand and anticipate their needs and translate them into product requirements.
- Serving as a liaison between product and development.
- Managing the product backlog and prioritizing them based on changing requirements.
- Overseeing all stages of product creation including design and development.
- Monitoring and evaluating product progress at each stage of the process.
- Participating in Scrum meetings and product sprints.
- Monitoring deliverables and ensuring timely completion of projects.



Quality Assurance Engineer/ Business Analyst at ITIM Associates.

- Assessed software bugs and compiled findings along with suggested resolutions for development team members. Fixed identified issues to increase productivity and boost workflows.
- Planned and devised cohesive test plans for projects using advanced testing technologies.
- Produced and maintained technical documentation for project reference.
- Collaborated with product owners to stay current on intended functionality.
- Met tight deadlines to satisfy client demands and project timelines.
- Checked configuration files and logs to uncover root causes of problems.
- Proposed development and testing improvements to positively impact usability, function and performance. Determined server operating limits with weekly load tests.
- Collaborated with developers and project managers to assess program capabilities, features and testing demands.
- Participated in available trainings to improve software knowledge.
- Ran automated test suites and evaluated performance, functionality and scalability.



Quality Assurance Engineer/ Business Analyst at Softech Worldwide LLC.

- Developed and executed detailed test plans, test cases, and test scripts for web and mobile applications, ensuring all functionalities were thoroughly tested across multiple browsers and devices.
- Identified, documented, and tracked defects, collaborating closely with developers to reproduce, resolve, and verify fixes. Contributed to improving the overall quality of the product by identifying critical bugs early in the release cycle.
- Implemented and maintained automated test scripts using Selenium and Python, significantly improving testing efficiency and reducing manual testing time for regression and smoke testing.
- Cross functional collaboration with managers, developers and stakeholders for delivering a quality product.
- Worked as a Business Analyst for a project on client demand and delivered the project successfully.
- Started the career as developer (starting 6 months).



Projects

- IoT - Enables the aggregation, normalization, real-time analysis and storing of data from various telematics sources
- Fleet Management System
- Broker Management System – Broker Onboarding, Profile Management, Commission Management, Audit & History Logs
- Expense Tracker App
- Telecom - Worked as Tech Lead on several VAS Projects
- Charging & Billing Solution
- Airline Ticketing System
- Loan Eligibility Calculator
- Leave and Attendance Management System
- Inventory Management Tool – Stock Tracking, alerts, reordering, suppliers
- Order Fulfillment Tracker – Track order lifecycle from placement to delivery
- Veteran Management System – Registration & Profile, Benefits Management, Healthcare Access

Certifications

- PMI Professional in Business Analysis (PMI-PBA) ®
- Certified Scrum Product Owner (CSPO) ®
- Stakeholder Management (Learning Minds)
- Client Management (Learning Minds)
- PMI – Practical Application for Generative AI for Project Managers

➤ **AWS Certifications**

- Introduction to AWS IoT
- Introduction to AWS IoT Device Management
- Introduction to Amazon API Gateway
- AWS IoT: Visual Walkthrough
- Introduction to the AWS Cloud

Tools

- Jira
- Microsoft Project
- Monday.com
- Trello
- JotForm
- Azure DevOps
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- SQL Server

Education

- **Bahria University**
BS in Software Engineering