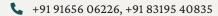# MOHD ALHAMD KHAN

Business Analyst | CSM Certified | UiPath & AA & Kore.ai | Certified Scrum Master | Project Management

📞 +91 91656 06226, +91 83195 40835

✉ mohd.alhamdkhan@gmail.com

in ALHAMD KHAN

📍 Bhopal, India

⚑ Indian

🪪 PROFESSIONAL SUMMARY

- Experienced Business Analyst and Certified Scrum Master with 8+ years in European Energy Industries, IT, and Hospitality, skilled in project and release planning, and facilitating Scrum meetings.
- Proficient in optimizing processes, automating tasks to ensure data accuracy, and driving productivity with a strong track record in delivering successful projects.
- Expertise in product roadmap planning, project scheduling, release management, and enhancing efficiency through process streamlining.
- Strong analytical skills, problem-solving abilities, effective communication, and experienced in Quality Assurance Life Cycle (QALC) and IAM for SSO.
- Adept at managing staffing, fostering team productivity, continuous improvement, stakeholder communication, and applying advanced project management methodologies (Waterfall, AGILE, Hybrid).

🧠 SKILLS

Technical Skills: SharePoint Designing, D365, Ex-Flow, Lucid, Slack, ERP, Azure DevOps, Jira, Rally, Power BI, Excel/MS Office, IDS, Amadeus, Opera, SAP, HTML, Trello, MS Planner, SQL, Form Creation, Hubspot, Canva & Adobe Premiere Pro

Agile Methodologies: Scrum, Kanban, PI Planning

Project Management: Sprint Planning, Backlog Management, Task and Risk Management, Project Management Tools

Analytical Skills: Statistics, Data Visualization, Programming, Documentation

Business Skills: Business Analytics, Industry Standards

Communication and Collaboration: Client Communication, Conflict Resolution, Negotiation, Business Writing, Presentation, Relationship Building

Other Skills: Change Management, Continuous Improvement, Resource Management, Staffing, Recruitment, Budget Management, Creativeness, Stress Management, Time Management, Prioritization, Decision-Making, Problem-Solving

💼 PROFESSIONAL EXPERIENCE

Operation Specialist (Additionally Handling PMO Team & Business Analyst Role)
Prospero Group - Prague, Czech Republic (Europe)
Present | Remote

- Manage operational aspects of energy conferences: budgeting, client relations, event registrations, and ensuring seamless experiences.
- Analyze and automate processes for efficiency, implement standardized procedures, and streamline document handling.
- Handle Europe Accounting, billing, HR tasks, bonuses, financial records, and confidential information.
- Manage invoices, negotiate hotel contracts, host conferences with technical expertise, and provide administrative support.
- Apply business analysis, facilitate Scrum ceremonies, and enhance project delivery with cross-functional teams.
- Monitor project progress, conduct stakeholder interviews, and promote communication and collaboration.
- Advise CEO, manage conflicts, and drive continuous improvement and innovation in industry engagements.

Project Consultant / Business Analyst
Hospitality Innovations, India
January 2023 – August 2023 | Bhopal, India

- Lead IT training projects for Madhya Pradesh Tourism, managing planning, budgets, and timelines.
- Collaborate on IT-related RFPs and vendor selection for NGOs and initiatives.
- Coordinate expert consultations for marketing Central University Institutes, including IHM Bhopal.
- Act as a liaison between NGOs, training bodies, and external IT consultants/vendors in various locations.
- Facilitate productive project meetings, ensure clear communication, and oversee project completion and compliance.

Strategic Analyst
Bhopal C&B Services
January 2022 – December 2022 | Bhopal, India

- Recruit and train employees to ensure safe and efficient performance.
- Analyze and maintain HACCP protocols to ensure a risk-free environment and compliance with food safety standards.
- Develop supplier relationships to facilitate efficient product access.
- Review financial statements to monitor and enhance business performance.
- Oversee food inventory management to maintain adequate supply for customers.

Project Coordinator
Madhya Pradesh Institute of Hospitality, Travel, and Tourism Studies, Bhopal (M.P)
January 2019 – May 2022 | Bhopal, India

- Conducted staff training under specific programs (HSRT and STCP).
- Facilitated training sessions for private hotels as part of the STCP.
- Coordinated training programs for resorts and government guest houses.
- Conducted GAP analysis for eco-tourism hospitality.
- Served as a guest lecturer in a BBA degree program.
- Managed diploma course trainings.

CERTIFICATES

- Certified ScrumMaster® (CSM) - Scrum Alliance
- Certified in Technology Consulting - Forage
- Google PMP – Fundamentals of Project Management - Google Coursera
- Professional Conflict Management - Academy Europe (Germany)
- Six Sigma White Belt - The Council for Six Sigma Certification
- Project Management Short Course - Brentwood OL College (United Kingdom)
- Planning a Project - Amity University
- Products, Services & Branding - Amity University
- Supply Chain Management - Brentwood OL College (United Kingdom)
- Professional Event Management - Brentwood OL College (United Kingdom)
- RPA Business Analysis Fundamentals - UiPath
- Agile Virtual Experience Program - JP Morgan Chase & Co.
- FCF – Threat Landscape Cyber Safety - Fortinet

EDUCATION

Master Degree
IGNOU, Delhi
2019 – 2021 | India

Bachelor of Science (B.Sc.)
IGNOU & NCHMCT
2015 – 2018 | Noida, India

COURSES

Data Science & Business Analytics
Henry Harvin Education & Udemy India
Certification No. : UC-542296cd-2fe2-42e7-8373-deb08a2611ae

The Complete SQL Course
Web Coding & Udemy
Certification No. : UC-26feb7e1-6de0-42ff-893a-02c1f8c263c4

LANGUAGES

Language		
English	● ● ● ● ●
Hindi	● ● ● ● ●
Urdu	● ● ● ● ●

Assistant Event Co-Ordinator (Part-Time)
Abhilasha Group Bhopal (M.P)
January 2013 – December 2015 | Bhopal, India

- Successfully planned and managed various types of events, such as musical concerts, political gatherings, weddings, and social events.
- Developed comprehensive itineraries for each specific event, ensuring efficient scheduling and smooth execution.
- Managed and coordinated arrangements for lighting and LED backwalls, backline sound equipment, artist management, front line sound arrangements, sponsor meetings, and crowd management.
- Oversaw all aspects of event logistics, including venue setup, stage arrangements, sound systems, and technical equipment.
- Collaborated with vendors, suppliers, and subcontractors to ensure timely delivery of services and materials.
- Monitored event budgets and controlled expenses to ensure cost-effective project management.

PROJECTS

Digital Transformation for Cloud-Based Collaboration Tools
Role: Business Analyst / Scrum Master
- Lead a digital transformation project to implement cloud-based collaboration tools for offshore power transmission.
- Conduct stakeholder interviews and workshops to capture requirements and user needs.
- Facilitate Scrum ceremonies including sprint planning, backlog grooming, and sprint reviews.
- Monitor project progress, manage risks, and ensure timely delivery of features enhancing collaboration among distributed teams.

E-commerce Platform Enhancement
Role: Project Manager
- Lead the enhancement project for an e-commerce platform focusing on compliance and ethics.
- Conduct gap analysis and regulatory compliance assessments.
- Collaborate with development teams to prioritize and implement features ensuring data integrity and transparency.
- Facilitate stakeholder workshops and requirement gathering sessions to align business goals with platform enhancements.

AREA OF EXPERTISE

- Agile Methodologies (Scrum, Kanban) & Project Management
- Business Analysis, Requirement Gathering & Stakeholder Coordination
- Process Management, Automation & Quality Analysis
- Data Accuracy Improvement, Integration & Application Support
- Change Management, Incident Resolution & Delivery Management
- Mentoring, Coaching, Team Leadership & Manpower Planning
- Client Coordination & Artificial Intelligence Integration