

Md Saidul Islam

- Business Analyst

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EXECUTIVE PROFILE

Experienced Business Analyst with over 9 years of experience delivering ERP, SAP S/4HANA, and web-based solutions for both government and private sector organizations. Led business analysis for large projects, including a USD 26.1 million World Bank-funded program for Ministry of Food, managing the full journey from requirement gathering to solution delivery and production rollout.

Skilled at understanding business needs and translating them into clear functional requirements, process flows, and practical system solutions. Strong experience in stakeholder management, backlog handling, UAT, and working closely with developers, product teams, and customers to ensure successful outcomes.

Also experienced in product ownership and R&D initiatives, contributing to new product development, and feature planning. Known for aligning business goals with technology solutions, improving processes, and delivering systems that meet real customer expectations.

PROFESSIONAL EXPERIENCE

Giga Tech Ltd | Assistant General Manager – Business Analyst | Oct 2021 – Present

- Led Business Analysis for a USD 26.1 million World Bank-funded project for the Ministry of Food, overseeing 18 modules from requirements to delivery. Worked closely with stakeholders to define requirements in Terms of Reference (ToR), prepared BRD and FSD to deliver solutions in SAP S/4 hana and Java based web application, defined acceptance criteria, and managed the backlog. Collaborated with developers during sprints, conducted field visits, ran internal UAT, and delivered knowledge transfer to the delivery team and Training of Trainers (ToT).
- Worked closely with SAP Consultants and Java Developers to ensure the customer expectations are properly delivered.
- Field mapping for API integrations between SAP and Web portal system
- Led multiple discovery sessions with diverse customers in Bangladesh and Overseas.
- Requirement analysis to define system objectives and translate into functional and non-functional requirements
- Prepared Solution Blueprints, BRD, FRD, User Stories and Acceptance Criteria for projects
- Defined AS-IS and TO-BE process models in BPMN and workflows.
- Performed GAP analysis and recommended solutions
- Facilitated alignment between top management, customers, product, developers, Project Managers, QA and delivery team.
- Led a team to ensure all deliverables are in production and ensured in time and as per the customer expectation.

Pridesys IT Ltd | Deputy Manager – Lead Business Analyst & Product Owner | Sept 2016 – Sept 2021

- Led end-to-end implementation of Pridesys ERP for garment manufacturing groups (50+ companies) domestic and two international projects in Madagascar (In person Field Experience), ensuring localized business requirements were met. This included requirement gathering, gap analysis and incorporated new features.
- Product Owner of 7 core enterprise modules, including Merchandising, Production, PridePlan (Production Planning), PrideCut (Fabric Cutting), Industrial Engineering, Inventory, and Procurement.
- Led the Research & Development (R&D) team for new product development, overseeing the full lifecycle from conceptualization and market analysis to prototype development and commercial launch.
- Led the development of 'PrideCut' as the Lead Business Analyst an industry-leading fabric optimization solution that won the BASIS ICT-2019 Champion Award and the APICTA-2019 Merit Award.
- Stakeholder alignment in both customer side and internal development team.
- Managed backlog and performed internal UAT.
- Software demonstration to the potential customers and proposed solution to meet the customer expectations.
- Prepare BRD and Managed system configuration according to the business need for a fresh customer.
- Led a BA team to ensure all modules are live within the timeline and all customer requirements are incorporated.

KEY SKILLS

Core Competencies:

- **Business Analysis:** Requirements Elicitation, Gap Analysis, Solution Blueprinting, BRD/FRD Documentation, User Stories, Defining Acceptance Criteria, Functional & Non-Functional Specifications.
- **Process & Strategy:** BPMN Process Modeling, "As-Is" & "To-Be" Analysis, Process Optimization, Strategic Planning, Solution designing.
- **Interpersonal & Leadership:** Cross-functional Team Leadership, Stakeholder Engagement, Critical Thinking, Presentation & Software Demonstration, Analytical Problem Solving.

Technical Proficiencies:

- **Backlog Management:** Jira
- **Documentation:** MS Visio, MS Project, Figma, MS PowerPoint, Advanced Excel.
- **Data Analysis:** SQL, Power BI (for Requirements Validation & Reporting).
- **Enterprise Application:** SAP S/4HANA, Custom ERP Solutions (Textiles/Garments/Supply Chain), ERPNext, Odoo etc.

EDUCATION

- Bachelor of Business Administration (BBA) in Finance | 2.76 | National University, Bangladesh | 2016
- Higher Secondary School Certificate (HSC) in Business Studies | 3.90 | Udayan Uchcha Madhyamik Vidyalaya | 2011
- Secondary School Certificate (SSC) in Business Studies | 4.50 | Dhaka Collegiate School | 2009