

# Dilwar Hussain, PMP

📍 Queens Village, NY 📞 347-857-5927 ✉️ [dilu201@outlook.com](mailto:dilu201@outlook.com) [in LinkedIn](#)

Self-motivated and highly organized IT professional with **ten** years of experience in various positions in business operations and the IT industry. Effectively adapts, prioritizes, and executes tasks in a high-pressure environment through analytical and problem-solving capabilities. Experience implementing technology infrastructure, operations, and security tools and initiatives, as well as develop organizational metrics and key performance indicators (KPIs). Demonstrates strong communication skills, including the ability to articulate results and recommendations of analysis to a variety of audiences within the organization. Leads communication and cross-functional teams by influencing and collaborating with users, stakeholders, and clients to achieve business objectives, and deliver results. Fluent in English and Bengali and limited fluency in Hindi and Urdu.

## Areas of Expertise & Strengths

Project/Product Management | Process Improvements | Stakeholder Relationships | Team Coaching  
Issue Resolution | Industry Best Practices | Metric Goals | Product Road Mapping | Technical Needs Analysis  
Technical Reviews | Workflow Enhancement | Salesforce Administration | Configuration | Data Migration  
Troubleshooting | Strategic Planning | Data Analysis | Technical Writing & Support | Installation | System Testing  
Risk Assessment | Business System Solutions | Root Cause Analysis | Interdisciplinary Projects  
System Maintenance | Validation Rules | Business Modeling | Requirements Gathering

## Technical Skills

SOQL Xplorer | Data Loader | Windows | OSX | CRMs (Hubspot & Go High Label) | MySQL | Asana  
Pivot Tables | V-Lookups | Microsoft (MS) Office Suite | SQL, SOSL & SOQL | WorkBoard | OCR Techniques

## WORK HISTORY

**SJ Innovation LLC | Queens Village, NY**

**Dec 2019 – Present**

### Project Coordinator

- Serves as Project Manager and oversees five teams remotely while directing project lifecycle, including scope, budget, scheduling, planning, changes, and updating stakeholders regarding status to safeguard prompt delivery.
- Collaborates with team members to discuss existing business models, conducts gap analysis to identify areas of improvement, and designed effective workflows that optimize complex business processes.
- Provides excellent service by actively responding to customers' questions and concerns regarding their payments or purchase order.
- Ensures data quality by analyzing data and the import process while configuring validation rules.
- Creates various facets of webpages, including profiles, page, and search layouts to organize fields, custom links, related lists, and other components and edits pages. Designs and generates customized reports for user profiles.
- Examines requirements to detect use-cases and write specifications accordingly.
- Collects and prepares client's as-is process documentation and to-be process documentation according to their needs.
- Assists with help desk and performed various troubleshooting activities to resolve various issues.
- Use CRM for business leads, configures matching rules, and sets up duplicate rules for new accounts, leads, and contacts.

**T-Mobile | Bellevue, WA**

**Sep 2016 – Jan 2018**

### Business Analyst/Application Specialist

- Cooperated with users and business analysts to review existing business plans and suggested effective strategies to upper management.

- Worked with SIT and UAT teams to talk about problems. Evaluated project scope and requirements and converted them to technical specifications. Implemented technical solutions for issues as they arose.
- Safeguarded project delivery by drafting escalation and validation rules, efficient workflows, and approval processes.
- Designed and delivered custom features on the sales cloud, which increased revenue and minimized costs.
- Wrote quality and scalable customizations in line with the best practices.
- Installed security tools and sharing capabilities for all users across the network.
- Evaluated, installed, and maintained the AppExchange packages in sales cloud system, which improved accessibility and saved the company money.
- Collected information and produced reports, report folders, and dashboards for management.
- Performed administrative activities, such as data deduplication activities, creating roles, profiles, access settings, and custom e-mail templates, fields, as well as page and search layouts.

**Capital One | Wilmington, DE****Sep 2013 – Sep 2015****Junior Business Analyst**

- Gathered requirements from managers, technical team members, and business users to design insights and revenue reporting while developing dashboards with key performance indicators and tools to drive incremental revenue.
- Developed economic prediction reports that identified market trends for client investments.
- Examined database transactions to ensure accuracy before transferring data to new database. Cross-referenced information and tracked and updated department databases to ensure appropriate data allocation.
- Performed cost analysis, reviewed financial reports for clients, and designed and led financial presentations based on data findings.
- Conducted business analysis and scope to determine effective action plans. Worked closely with Finance team and created recommendations to enhance operations.

**EDUCATION & CERTIFICATIONS**

**Bachelor of Business Administration in Finance and Banking** | Metropolitan University, Sylhet, Bangladesh  
**Masters of Business Administration** | Metropolitan University, Sylhet, Bangladesh

Certified Project Management Professional (PMP)  
Associate Project Management Certificate (CAPM)  
Certified Scrum Master (CSM), Scrum Alliance  
Contentstack Essential Certificate, Contentstack  
Sales Essentials Certificate, Contentstack  
Certified in Agile Development Practices

**PROFESSIONAL MEMBERSHIPS**

Project Management Institute