Ahmed Raihan Ameen

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Full-Time Work Right | Unrestricted C-Class WA Driving License

Master of Management Information Systems graduate from Edith Cowan University with practical experience gained through a Business Analyst internship and six years of HR systems and process work. Skilled in translating complex workflows into structured, data-driven insights using SQL, Power BI, and BPMN, with a strong focus on business intelligence and process improvement. Seeking a Business Systems Analyst role within a higher education environment, where I can apply my analytical, systems modelling, and stakeholder engagement skills to support academic administration, a management system, and institutional workflow improvement.

EDUCATION

Master of Management Information Systems (MIS)
July 2023 – December 2025
Edith Cowan University, Joondalup, WA

Relevant Coursework

- Business Process Management
- Databases and Business Intelligence
- Data-Driven Managerial Decision-Making
- Programming Principles
- Cyber Security
- Enterprise Architecture
- Project Management
- IT Value Realisation
- Business Systems Analysis

Bachelor of Business (HRM)
February 2015 – July 2017
Edith Cowan University, Joondalup, WA

SKILLS SUMMARY

Business Analysis & Stakeholder Engagement
Requirements gathering | stakeholder interviews | stakeholder communication | business requirements documentation | functional requirements support | workshop participation
Business Process Analysis & Modelling
AS-IS / TO-BE process mapping | BPMN 2.0 | workflow analysis | process improvement | bottleneck identification | business process documentation | Agile | Waterfall
System & Data Modelling
Use Case Diagrams | Entity Relationship Diagrams (ERD) | Relational Models | Data Flow Diagrams (DFD) | Context Diagrams | UML Modelling | System Analysis Documentation
Reporting & Data Analysis
Dashboard development | reporting insights | workforce analytics | operational reporting | KPI reporting | data interpretation | management reporting
Systems & Transformation Support
HRIS implementation support | ERP system exposure | higher education systems awareness | student management workflow analysis | UAT support | system rollout support | data accuracy
Technical Skills
SQL | Power BI (dashboard reporting) | Microsoft Excel | SharePoint | Figma | Lucid | Microsoft Project | Python (Basic) | Microsoft 365

PROFESSIONAL EXPERIENCE

Business Analyst Intern **February 2025 – May 2025**
School of Business and Law (SBL), Edith Cowan University
Joondalup, WA

- Conducted stakeholder interviews to gather requirements for curriculum-approval and academic-administration workflows, working across the university's student and course management systems
- Analysed and documented AS-IS and TO-BE workflows using BPMN 2.0
- Identified process bottlenecks and recommended workflow improvements
- Supported functional requirements development, prototype validation, and early UAT feedback
- Contributed to Agile-inspired workflow transformation and business-case development

PROJECTS

Title: Digitalised Asset Tagging and Management System

- Elicited stakeholder requirements across departments and translated business needs into workflows and functional specifications
- Developed AS-IS and TO-BE process models and workflow documentation using BPMN 2.0
- Designed Figma prototypes and iterated them through stakeholder feedback in an Agile-inspired project environment
- Defined functional requirements, business rules, and data flow logic for the proposed solution
- Delivered an organisation-wide asset management solution with process documentation, workflow models, and system requirements

Figma Prototype: Available upon request

RELEVANT EMPLOYMENT

Human Resources – Manager **April 2019 – May 2023**
International Distribution Company Bangladesh PLC.
Dhaka, Bangladesh.

- Analysed HR workflows across 14 business units to identify operational inefficiencies
- Led ERP-based HRIS and expense platform implementation, covering requirements, configuration support, training, and troubleshooting, reducing administrative workload by 30%
- Developed Power BI workforce dashboards and reports to support operational and management decision-making
- Documented HR processes and supported system improvements across departments
- Coordinated stakeholders across HR, operations, and finance during system rollout

Executive – HR **July 2018 – February 2019**
Meghna Group of Industries (MGI)
Dhaka, Bangladesh.

- Supported implementation of an ERP-based performance appraisal system
- Documented manpower-planning and compensation workflows
- Delivered system rollout training to internal users

Executive – HR **October 2017 – June 2018**
US Bangla Footwear Limited (Brand: Vibrant)
Dhaka, Bangladesh.

- Documented HR workflows and supported workforce data reporting
- Contributed to process standardisation and operational efficiency initiatives

OTHER EMPLOYMENT

Online Personal Shopper **October 2024 – Present**
Woolworths Sienna Wood, WA

Retail Sales Consultant **July 2024 – October 2024**
Telstra Ellenbrook, WA

Merchandiser & Demonstrator **January 2024 – October 2024**
Crossmark Australia Perth, WA

MEMBERSHIP:

- **Student Member |** International Institute of Business Analysis since April 2025
- **MAHRI Member |** Australian HR Institute (AHRI) since July 2020
- **AACS Member |** Australian Computer Society (ACS) since April 2024

VOLUNTARY WORK

- **Volunteer |** ECU's Open Day at Mount Lawley campus (2025) | Perth, WA
  - Provided information for future students and organised campus tours
- **Event Photographer |** Australian UniGames (2016) | Perth, WA
  - Provided comprehensive photographic coverage across multiple sports venues throughout the event
- **Vice President |** East West University Photography Club (EWUPC) | Dhaka, Bangladesh
  - Provided extensive photographic coverage of various intra-university events, participated in several national exhibitions, and attended an international workshop in Nepal

REFEREES

References available upon request.