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| Ilham Mustafa, CSM, CSPO  Business Analysis Manager / Lead Digital Business Analyst/Scrum Master/Product Owner | Ilhmus9909@gmail.com • (703) 328-6691  [linkedin.com/in/](https://www.linkedin.com/in/ilham-mustafa-csm-cspo-86745327/) |
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Profile Summary

Analytical and results-driven technical professional with over a decade of experience consulting and guiding program management for federal agencies and the commercial sector. Managed multifunctional teams to support full project management lifecycles, Demonstrated expertise in business and systems analysis; Waterfall, Scrum, and Agile methodologies; Software Development Life Cycle (SDLC), product ownership, risk analysis and mitigation, User Acceptance Testing (UAT), data analysis and reporting, Quality Control (QC), Quality Assurance (QA), process improvement and reengineering, consultative and technical approaches, Commercial of the Shelf (COTS) for on –premises and cloud websites and applications

Skills and Tools

Microsoft Office Suite│MS Visio│SQL│ClearQuest│ClearCase│Postgres│QC│508 Accessibility│DOORS│ SharePoint│ SnagIt │Beyond Compare│Jira│Confluence│Azure DevOps│Google Analytics│Scrum│Venodor Selection and Management │Kanban Data Mapping Process Mapping and Modelling│Process improvement│Stakelholders Management │Facilitation│SDLC│EPLC│Waterfall│Decision Making and problem-solving Skills│Scaled Agile (SAFE) │User Story Mapping │Acceptance Criteria │Prototyping │UAT│ AWS and Cloud computing│ API’s and Microservices│ JQL for Jira│Gherkin│Backlog Refinement and Prioritization│Digital Product and Project Management │Product Roadmaps│Facilitation

Experience

**Federal Home Loan Banks-Office of Finance 06/2022-Present**

**Project Manager/ Scrum Master/Senior Business Analyst**

Responsibilities included but not limited to:

* Manage multiple projects concurrently using both Agile and waterfall methodologies
* Act as a servant leader scrum master to ensure team follows the agile principles and framework values to increase team efficiency and delivery and provide motivation guidance for process improvement
* Support the Agile transformation efforts and coordinating with the scrum coach, scrum masters and transformation leads to implement agile and increase team efficiencies
* Collaborate with all areas of IT applications (Applications development, Operations, Networking and Security and Architecture) and business units to follow the SDLC cycle in a capacity of a Sr. Business Analyst and project manager
* Create and maintain project management deliverables including project charter, project schedule, Risks and issues logs, contracts, vendor artifacts , Status reports, communication plans , project KPI’s and cost reports
* Assist with PMO audits and IT portfolio reporting
* Facilitate project initiation, requirements gathering, planning, execution, requirements support and closure activities managing dependencies across projects
* Create and maintain Business Analysis deliverables such as process maps, requirements documents, use cases, GUI prototypes, wireframes , application solution documents and other documents as required
* Serve as a the primary point of contact for business units, technical teams and external partners such as vendors

**Applied Information Sciences (AIS)**

**Principal Business Analyst/Product Owner /Scrum Master 06/2021**

Responsibilities included but not limited to:

* Managed and facilitated scrum ceremonies utilizing Azure Devops
* Partnered with clients and leads to frame business goals, roadmaps and align them with frame business goals and strategies to shape value preposition
* Supported, trained and educated client product owners and provide where and when needed
* Lead the scrum team using Agile methodology and best scrum practices
* Used design thinking to understand the customer needs and convert that to user centric features/products based on user and market research
* Maintained a well-groomed prioritized backlogs that are ready for execution by the delivery team
* Created product and project roadmaps, approved and provided product demonstration feedback
* Collaborated with the client cross functional product owners to create alignment for the same product
* Partnered with the client and developers to create, modify, and simplify a health safety database and system and moved it from an enterprise level application using access to a modernized, cloud-based application utilizing power platform
* Collaborated with the different stakeholders to elicit, analyze, document, manage and validate requirements
* Designed the end solution and used initial designs to validate requirements and improve the system usability
* Authored epics, features, user stories and developed acceptance criteria
* Participated in creating business analyst career paths and center of excellence (CEO)

**ICF Next/Public Sector (Federal) 11/2018 – 06/2021**

**Business Analysis Manager / Lead Digital Business Analyst/Scrum Master/Product Owner**

Directed and managed the development of major projects working collaboratively with the development and QA teams, while supervising and training a team of junior- and mid-level Business and Technical Analysts. Managed the allocation of departmental resources and ensure full adherence of company policies, Standard Operating Procedures (SOPs), and industry standards. Coordinated team-based professional development activities to establish a strong work culture and guide career growth planning for each employee. Oversee the interview and recruitment process of new employees, onboarding and staff training, and performance management. Work directly with Account and Project Managers to develop and implement best practices, procedures, and user manuals. Serve as Scrum Master, as required.

**Key Projects:**

* **CDC’s OD2A-TAC Project (11/2020 – 06/2021):** Acted as a client’s proxy product owner and successfully managed and refined backlog to creation of the minimum viable product (MVP), provided technical assistance to various states health departments requiring assistance with CDC-funded Opioid control programs. Collaborated with the cloud services vendors like Aquia to plan coordinate and implement cloud services. Delivered regular project status reports to clientele, senior managers, and executive teams and developed metrics reports using Google Analytics.
* **Research Connections Project (11/2020 – 06/2021):** Managed the development, execution, and testing of requirements, epics, user stories, acceptance criteria, and librarian user manuals that directly supported the development of Child Care and Early Education publications.
* **Ryan White HRSA Benchmarking Project (11/2018 – 06/2021):** Managed business analysis and requirements activities, customer requirements, discovery sessions, project budgeting, and scheduling to maintain client satisfaction for the Ryan White HIV program that includes the creation, development, implementation, and monitoring of Tableau-based dashboards and supporting the Enterprise Performance Lifecycle (EPLC) Framework and Tollgates .Furthermore, utilized human centered design concepts(HCD) and collaborated with the UX/UI design teams to create wireframes and prototypes. Managed functional and regression testing efforts with the development team and created in-depth test cases, scenarios, and data validation through issue management and the use of JIRA and other tracking tools. Maintained a product backlog, sizing JIRA tickets, and prioritizations alongside ceremonies.
* **ReBuild NC Web Redesign Project (1/2020 – 6/2020):** Worked with the North Carolina Office of Recovery and Resiliency (NCORR) to steer the human-centric redesign of the ReBuild NC website that focuses on housing reconstruction programs and assisting homeowners and landlords impacted by hurricane disasters. Served as business liaison to IT and business units to organize meetings, project development, and risk mitigation activities; and to end users, junior testers, and the Technical Manager to plan and implement UAT for desktop, Android, and IOS devices.
* **National Cancer Centers (NCI) Smokefree Program Digital Toolkit Project (11/2018 – 9/2019):** Guided business analysis and requirements activities to develop a new dashboard for the suite of web and mobile-based smoking cessation tools associated with the Cancer Moonshot initiative’s tobacco cessation program. Developed Business Associate Agreements (BAA) and Privacy Impact Assessments (PIAs) to maintain NCI security and compliance requirements. Collaborated with ICF technology and cancer centers with Harvard, Yale, and Chicago Universities to implement Smoke Free Text programs.

TEKsystems, Mclean, VA 6/2018 – 11/2018

Lead Business Processes & Rules Analyst, Single Family Strategic Division

Supervised, managed, and trained Business Analysis team to develop and implement business requirements and processes for multiple projects, in addition to management of baseline change processes focused on origination and delivery. Steered verbal and written communications that included coordinating and leading business requirement meetings to identify and recommend appropriate methods and solutions for addressing enhancements and defects. Ensured all business rules modelled and adhered to the stakeholder’s approved project requirements and key specifications. Implemented the use of decision modeling and rules change processes to address minor to major business challenges.

Fannie Mae, Reston, VA 1/2014 – 6/2018

Business Analyst III, MHA Accounting & Business Operations (9/2015 – 6/2018)

Supported day-to-day operations by conducting policy and supplemental directive (SD) impact analysis on user interfaces, processes, and reports, while documenting and testing needed changes. Identified and addressed critical production issues, as required. Developed test cases, scenarios, UAT, and reports on issues and outcomes. Collected, reviewed, organized, and presented internal system and database data to internal and external stakeholders. Reviewed transmitted data for overall accuracy and comprehensiveness; and developed in-depth reports on standard change management process and workaround gaps. Produced, coordinated, and submitted monthly ad hoc metrics and key performance indicators (KPIs) for senior leadership.

* Monitored and addressed production application issues to streamline application maintenance throughout the production process, implemented data analyses and validations according to project deadlines by developing financial inputs and managing system outputs for Home Affordable Program (HAMP)
* Managed the full product lifecycles of multiple software releases to streamline process improvements, overall efficiency, and the reduction of redundancies.
* Conducted data verification and validation of financial interfaces and reports before final submission to external stakeholders and the US Department of the Treasury.

Senior Requirements Analyst III, MHA Data Operations (1/2014 – 9/2015)

Oversaw the analysis and management of customer requirements that included the defined project scope, functional specifications, and non-functional specifications. Led the design, documentation, modification, testing, and implementation of new and current Fannie Mae software applications. Ensured each project’s key sponsor customer requirements were effectively prepared and incorporated. Supported the development of business intelligence (BI), master data management, and functional data projects by documenting and preparing business requirements, interface control documents (ICD), and BI reports. Created architecture diagrams, process flows, data mapping documents, and other technical specification documentation as required.

Actualize Consulting, McLean, VA 7/2012 – 12/2013

Senior Consultant

Served as a senior-level consultant to business clients on assigned projects. Held responsibility for managing the full lifecycles, from conception to completion, of key client projects. Built strong interpersonal relationships with business clients to identify project needs and requirements, ensuring deliverables were provided according to project deadlines and budgets.

**Key Projects:**

* **Freddie Mac Uniform Mortgage Dataset (UMSD/UMDP/MISMO) Project:** Led a 10-month project that included defining the standard dataset in the Federal Housing Finance Agency’s (FHFA’s) Mortgage Industry Standards Maintenance Organization (MISMO) servicing data standardization mandate.
* **Airline Reporting Corporation (ARC) / Subsidiary Plan Management, Inc.** **Accounting Infrastructure & Finance BPR Project:** Oversaw the design of the accounting infrastructure for the ARC’s subsidiary SMPI, journal entry process automation, and the creation of an independent balance sheet for this three-month project.
* **Freddie Mac Finance Change Management Project:** Managed a six-month project that required the development of business requirements and model diagrams for various finance and accounting initiatives and projects, such as manual journal entry tool and automated journalization process development.

Application Quality Analyst, Property & Geocoding Services 3/2010 – 11/2011

Utilized SQL, MS Excel, MS Access, and other quantitative and qualitative analytical tools to perform monthly data reconciliations, while maintaining brief and precise dataflow for the users and database. Conducted risk avoidance and short- to long-term solution planning and execution to identify and address data reconciliation problems. Collected and recorded business and functional requirements, ensuring full adherence of SDLC and IIBA standards. Supported the full project life cycle by managing the requirements traceability matrix (RTM) and requirement status. Developed, documented, and implemented testing plans and scripts with the objective of maintaining optimal application performance, while complying with specifications outlined by business clients and company stakeholders.

Additional Experience

* Senior Business Analyst, Exceptions Transaction Management (2008 – 2010) ⬩ Fannie Mae, Herndon, VA
* Business Analyst, Investor Reporting (2005 – 2008) ⬩ Fannie Mae, Herndon, VA
* Investor Accounting Specialist, Mortgage-Backed Securities Investor Accounting (2001-2005) ⬩ Navy Federal Credit Union, Vienna, VA

# Education

Bachelor of Science in Agriculture *(Honors)*

University of Khartoum, Khartoum, Sudan

# Professional Certifications

* Certified Scrum Product Owner

Scrum Alliance, Issued 10/2020, Valid through 09/2024. Certificate ID#000847724

* Certified Scrum Master

Scrum Alliance, Issued 10/2018, Valid through 10/2024. Certificate ID#000847724

* Microsoft Azure Cloud Fundamentals (AZ-900)

Accredited 07/29/2021

* AWS She-Builds

Starts Jan. 2023