

SHOHONI MAHABUB

PROFESSIONAL SUMMARY

Experienced Business Data Analyst and Executive Leader with a proven track record in AI-enabled healthcare analytics, business intelligence, and digital transformation across multiple corporations. Skilled in data-driven decision-making, predictive modeling, and optimizing business processes to enhance operational efficiency and patient outcomes. Adept at executive collaboration, stakeholder engagement, and compliance with healthcare regulations (HIPAA, GDPR, FHIR, HL7). Proficiency in SQL, Python, Power BI, and Tableau, with a passion for leveraging AI and data analytics to drive innovation in healthcare.

EXPERIENCE

Business Data Analyst

Guru Consulting LLC | Remote | February 2025 - Continue

- **Data Analysis & Insights Generation:** collect, cleanse, and analyze both structured and unstructured healthcare data from various sources. Analyze trends, patterns, and correlations in patient data, medical records, and insights provided by artificial intelligence. Conduct descriptive, diagnostic, and predictive analytics to enhance the accuracy of AI models. Utilize SQL, Python, or R to do comprehensive data analysis and statistical modeling.
- **Business Intelligence & Reporting:** Create dynamic reports and dashboards with Tableau, Power BI, or Looker. Develop data visualizations to elucidate intricate findings for non-technical stakeholders. Assess and quantify the effects of AI-driven healthcare solutions on patient care, cost reduction, and operational efficacy.
- **AI & Machine Learning Integration:** Collaborate closely with data scientists and AI engineers to facilitate the training and validation of AI models. Guarantee that AI models are trained on superior, relevant, and unbiased data. Facilitate the creation of predictive analytics for illness identification, patient risk assessment, and healthcare resource optimization.
- **Healthcare Data Compliance & Governance:** Verify that all data management procedures abide by GDPR, HIPAA, and other laws pertaining to the protection of healthcare data. Oversee data integrity, security, and governance protocols in healthcare AI initiatives. Ensure data integrity via validation, standardization, and compliance audits.
- **Process Optimization & Strategic Recommendations:** Identify inefficiencies in healthcare processes and provide data-driven remedies. Perform market and competitive analysis to uncover new potential for AI applications in healthcare. Offer insights that enhance clinical decision-making, optimize hospital operations, and elevate patient engagement.
- **Stakeholder Collaboration & Communication:** Make business-friendly suggestions for executives, medical professionals, and product teams based on complicated data insights. Serve as an intermediary across business teams, IT, and AI development teams. Disseminate insights via reports, presentations, and strategic meetings.

CONTACT

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SKILLS

- Database Management
- Project Management
- Presentation Development
- Business Analysis
- Stakeholder Management
- Model Evaluation and Validation
- Critical Business Requirements Analysis
- Business Correspondence
- Administrative Support Specialist
- Interpersonal Communication

EDUCATION AND TRAINING

Master of Information Technology (MSIT)

Data Management & Analytics
Washington University of Science & Technology, Virginia, USA
December 2023

MBA

Human Resource Management
East West University, Dhaka, Bangladesh
January 2019

BBA

Accounting And Business Management
Heriot Watt University, Edinburgh, Scotland, UK
April 2014

Higher Diploma in Accounting (HDA)

Awarded by Scottish Qualification Authority (SQA);
February 2013

Trainee Business Analyst

Washington Glass LLC | Virginia, USA | September 2024 -January 2025

- Perform cross-functionally to proactively identify, document, and assist in the development of processes and gaps to use root cause analysis to identify solutions to exceptions, errors, and process gaps.
- Interpret complex data and effectively communicate findings to stakeholders and third parties
- Ensure business requirements and regulations are met and implemented in daily tasks and exception handling, designing, and maintaining a quality control process.
- Provide user support for applications through data visualization tools like Power BI, Tableau or Spotfireby.
- Communicate the upstream and downstream impact of each task, with an emphasis on making connections and seeing "the big picture".
- Gather and analyze business requirements/performance for IVR systems.
- Design and optimize IVR workflows.
- Collaborate with cross-functional teams to implement enhancements.
- Conduct user acceptance testing (UAT) and analyze performance metrics.
- Conduct cost-benefit and efficiency analysis with emphasis on consistently improving processes.
- Post queries and investigate exceptions, guaranteeing all are posted in full and to appropriate accounts.
- Work closely with multiple vendors to identify and correct incentive fulfillment issues and other concerns.
- Review daily reports, identifying and actioning anomalies

Help Desk - IT Support

Washington Glass & Window Repair | Virginia, USA | February 2024 - September 2024

- Installs, configures, and maintains third-party software tools for IT applications.
- Monitors existing systems to provide proactive support to users.
- Recreates, troubleshoots, and resolves questions/problems in a professional and timely manner in accordance with the company's service level agreements.
- Implement backup procedures for each IT application that ensure recoverability.
- Maintaining a detailed and organized storage system to ensure data entries are complete and accurate.
- Establishing data entry standards by continually updating filing systems to improve data quality.
- Addressing data inconsistencies by working with administrative staff to locate missing data.
- Attending data queries and reporting any major data errors to management.
- Adhering to best data management practices and maintaining a high standard of accuracy and efficiency.
- Performs other functions as assigned by management.

PROFESSIONAL COURSE

- "Business Analytics Program" – **Harvard Business School (HBS)** – **Online**
- "Business Analyst with Agile Scrum" – **PeopleNTech Institute of Information Technology (PIIT)**

CERTIFICATIONS

- "Project Management Professional" (**PMP**) – from PMI
- "Certified Business Analysis Professional"- (**CBAP**)– from IIBA
- "Certification in Business Data Analytics" (**CBDA**) – from IIBA
- "Professional in Business Analysis" (**PBA**) – from PMI
- **AWS – Certified Machine Learning** (Specialty)
- "Certified Artificial Intelligence Scientist (**CAIS**)" – from USAII
- "Business Analyst and Project Manager Collaboration – powered by PMI and LinkedIn Learning

PROFESSIONAL MEMBERSHIP

- Member of International Institute of Business Analysis (**IIBA**)
- Member of Project Management Institute (**PMI**)
- Member of **IEEE** – This is the world's largest technical professional organization
- Member of **ASAP** (American Society of Administrative Professionals)

Executive Assistant to the Chief Executive Officer (CEO) Unilever Bangladesh Ltd | Dhaka, Bangladesh |
September 2021 - January 2022

- Coordinate, track, and provide administrative support for key strategic projects, ensuring deadlines are met and all deliverables are completed with high quality.
- Serve as a liaison between the CEO and senior leadership, helping to streamline communications and collaborate on company-wide initiatives. Ensure alignment between departments and facilitate effective internal coordination.
- Foster relationships with key external stakeholders, such as retail partners, distributors, government regulators, and industry influencers. Act as an ambassador for Unilever in high-stakes negotiations, product discussions, and strategic partnerships.
- Work closely with the CEO and senior leadership to execute strategic plans aimed at achieving organizational goals. Manage the execution of these strategies, ensuring all departments are aligned and committed to delivering results.
- Lead high-impact strategic projects related to cost optimization, supply chain innovation, and market expansion. Oversee project teams, ensuring projects are completed on time, within scope, and aligned with Unilever's overarching business objectives. This includes working on large-scale product rollouts, marketing campaigns, and market entry strategies
- Involved in the opportunities to streamline processes, improve efficiencies, and enhance the productivity of the CEO's office. Propose and implement new tools and systems for effective time management, communication, and task execution.
- Plan and coordinate high-level events, such as corporate functions, town halls, board meetings, and employee engagement activities, ensuring alignment with Unilever's brand and strategic initiatives.
- Oversee and manage the CEO's calendar, ensuring efficient scheduling of internal and external meetings, events, and appointments.
- Prepare briefing documents, presentations, and agendas for meetings. Capture meeting minutes and ensure follow-up on action items and deadlines.

Executive Assistant Chief Risk Officer (CRO)

Standard Chartered Bank - Head Office | Dhaka, Bangladesh | February 2019 – September 2021

Administrative:

- Serve as a pivotal support for the Chief Risk Officer by ensuring operational efficiency in managing schedules, travel, and administrative functions. Efficiently manage the Chief Risk Officer's (CRO) calendar by planning, organizing, and coordinating appointments, internal and external meetings, conferences, and teleconferences across Country, Regional, and Group levels, ensuring seamless execution.
- Handle all aspects of the CRO's travel arrangements, including booking tickets, obtaining visas, and preparing detailed travel itineraries. Ensure compliance with the Bank's travel policies and provide real-time updates during trips.
- Act as a central point of contact for coordination with internal and external stakeholders across Country, Region, and Group levels, ensuring alignment of priorities and objectives.
- Attend meetings as required to take dictation, prepare minutes, and write comprehensive summaries for distribution and reference. Ensure all records are precise, professional, and completed promptly.

Portfolio Work:

- Prepare different categories (monthly, quarterly, committee, regulatory and group) reports by analyzing relevant information. Prepare monthly Country Management Team (CMT) reports which include macro-economic data comparison along with month-to-month Credit analysis, this report is tabled at the monthly CMT meeting (like board meetings). Prepare monthly Country non-financial Risk Committee (CNFRC) paper on "Pending Obligations Updates" on the obligations raised from Bangladesh Bank.
- Prepare CDLC reports for Bangladesh Bank submission to show the status of Top 20 borrows updates of Bank. Prepare LRAS and MRMR reports monthly which reflect Banks overall Risk Assessment standards on financial sector, Industrial sector and Division sector.
- Prepare and coordinate on CRMR report on quarterly basis to Bangladesh Bank as a part of regulatory requirements.
- Prepare CRAM reporting template and submit it into the group portal as part of monthly group requirement which shows the Country Risk appetite mandate on Country positions. Prepare quarterly insurance report and update the database.

Executive Assistant to Country Managing Partner (CMP)

PwC Bangladesh Limited | Dhaka, Bangladesh | January 2017 - January 2019

- Act as the first point of contact for both internal and external stakeholders. Filter and prioritize inquiries, ensuring the CMP's time is optimized for the most critical matters.
- Proactively manage the CMP's calendar, including scheduling meetings, appointments, and travel. Prioritize engagements, ensuring that all commitments are aligned with the CMP's strategic focus.
- Plan, organize, and coordinate domestic and international travel for the CMP, ensuring that logistics are efficient, cost-effective, and meet the CMP's preferences.
- Collaborate closely with the CMP in strategic planning sessions, helping to organize and manage key initiatives and action items to ensure alignment with firm objectives.
- Organize and attend meetings, ensuring all necessary materials and background information are available. Follow-up on action items and ensure that outcomes are tracked and communicated to relevant parties.
- Assist in managing key client relationships by organizing meetings, preparing materials, and coordinating follow-up actions to strengthen PwC Bangladesh's position with clients and partners.
- Serve as a strategic liaison between the CMP and the leadership team, assisting in the management of key business functions and ensuring alignment of leadership efforts with broader firm goals.
- Oversee and manage the CMP's expense reports, including ensuring compliance with internal financial policies and ensuring that expenditure aligns with the company's budget.
- Help coordinate the management of the leadership team's activities, ensuring that all departments are working cohesively toward achieving the firm's objectives.
- Provide research, data analysis, and other materials to assist the CMP in making informed decisions on both operational and strategic matters.
- Assist in monitoring the progress of key performance indicators (KPIs) for the firm, working with leadership teams to ensure that targets are being met or addressing issues that may arise.
- Manage and coordinate PwC Bangladesh's internal and external events, including leadership forums, client events, and firm-wide meetings, ensuring seamless execution and high standards.
- Provided support during high-pressure situations or crises, helping to manage internal communications, logistics, and stakeholder engagement as required.
- Take on special assignments (SAP Implementation) and ad-hoc projects as assigned by the CMP, demonstrating flexibility, problem-solving skills, and initiative.

Executive Administrative Assistant

L'Oréal Bangladesh | Dhaka, Bangladesh | November 2016 - January 2017

- Provided secretarial support to the executive staff including composing correspondence, memos, presentations, reports and other documents as requested.
- Reviewed and processed expense reports and invoices for accuracy and completeness.
- Prepared agendas for meetings; took minutes during meetings; distributed meeting notes to appropriate personnel.
- Prepare & log all invoices (Sales & Marketing) into the system and get through the approval process via (GRN – Good Receive Note) to make sure that the process has been completed and forwarded to accounts teams to process payment.
- Assist the Sales Director to prepare the Sales report [Sales Target and Achievement Deviation report] to submit it to the CEO for the Monthly Board meeting.
- Facilitate communication between project teams, departments, and external partners, ensuring foster relationships with key stakeholders, including senior management, government representatives, and international partners.
- Assist and support the Marketing Director to organize & coordinate the Marketing & PR Events including Higher Official Invitation, Booking, promotion, logistics,

Executive Assistant to the Director

BRAC (NGO) | Dhaka, Bangladesh | October 2014 - November 2016

- Act as the primary point of contact for internal and external stakeholders seeking engagement with the Director. Maintains confidentiality and uses a high degree of discretion.
- Manage the Director's calendar, including scheduling meetings, appointments, and travel arrangements, ensuring optimal time management.
- Maintain an organized and professional office environment for the Director, including document filing, inventory management, and office logistics. Support the Director by fully briefing on important matters and developments, providing regular updates on key priorities and deadlines.
- Support the Director in the execution of strategic projects aligned with BRAC Enterprise's goals, ensuring resources are allocated efficiently and deadlines met.
- Facilitate communication between project teams, departments, and external partners, ensuring foster relationships with key stakeholders, including senior management, government representatives, and international partners.
- Support the Director in the preparation of speeches, presentations, and reports for stakeholder engagements, ensuring consistency and alignment with BRAC's mission and values.

PUBLICATIONS:

- **"Object detection and classification of tomato leaf disease using advanced deep learning model"** – Journal article published in Magna Scientia Advanced Research and Reviews.
- **"Enhancing Salesforce with Machine Learning: Predictive Analytics for Optimized Workflow Automation"** – Journal article published in Nanotechnology Perceptions.
- **"The Impact of Wearable Technology on Health Monitoring: A Data-Driven Analysis with Real-World Case Studies and Innovations"** – Review article published in Journal of Electrical Systems.
- **"Transforming Business Technology Landscape: Leveraging AI in Business Data Analytics for Competitive Advantage in U.S. Sustainable Growth"** – Journal article published in Nanotechnology Perceptions.
- **"Optimizing Data Analysis and Security of Electronic Health Records (EHR): Role in Revolutionization of Machine Learning for Usability Interface"** – Journal article published in Nanotechnology Perceptions.
- **"Advancing Healthcare Transformation: AI-Driven Precision Medicine and Scalable Innovations Through Data Fusion and Analytics"** – Journal article published in Edelweiss Applied Science and Technology.
- **"Empowering Modern Business Intelligence (BI) Tools for Data-Driven Decision-Making: Innovations with AI and Analytics Insights"** – Journal article published in Edelweiss Applied Science and Technology.
- **"The Role of AI and Data Integration in Enhancing Data Protection in U.S. Public Health: An Empirical Study"** – Journal article published in Edelweiss Applied Science and Technology.
- **"Natural Language Processing (NLP) in Analyzing Electronic Health Records for Better Decision Making"** – Journal article published in Al-Kindi Journals.

ACCOMPLISHMENTS

- BRAC **"Certificate of Excellence Award"** in December 2015 for Recognition of the Successful Completion of the Project "Relocation"
- PwC **"Above and Beyond"** in December 2018 for Outstanding Support toward International Delegation.
- PwC **"Experience Award"** in June 2017 for Recognizing PwC Experience Behaviors.
- **CEO's Award, H1, 2021** for "Going the Extra Mile - GEM " from Risk Team.
- **"Best Capstone Project"** in the Department of Information Technology for Fall-2023 at Washington University of Science and Technology.
- **"Global Recognition Award"**- 2024 for Business Technology as "Business Data Analyst powered by AI"
- **"Industry-Driven Citation Excellence Award"** 2024 for research and innovation.

Conference

- **"ICMLC 2024: XVIII. International Conference on Machine Learning and Cybernetics"** in New York on December 9- 10, 2024, on **"Redefining Health Information Systems with Machine Learning: Harnessing the Potential of AI- Powered Data Fusion Ecosystems."**
- RWI: International Conference on Science, Technology, Engineering and Mathematics (ICSTEM) in Amsterdam, Netherlands, February 09-10; 2025 on **"The Convergence of BI-IoT: Real Time Insights for Data- Driven Advancement"**.



Webinars:

- Webinars - “10 Steps to Process Improvement with Generative AI” - IIBA on July 23, 2024
- Webinars - “What Good, Bad, and Ugly Analysis Looks Like with and Without AI” - IIBA on September 4, 2024
- Webinars - “Fundamentals of Process Mapping for Business Analysts – on September 18th, 2024
- Conference - “Sync Global Digital Wellbeing Forum” on “Human AI & Digital Well Being” –on September 22nd, 2024
- Webinars - “The Skills of a Business Architect: What You Need to Know”- IIBA on October 2, 2024
- Webinars - “Global Business Analysis Day 2024” - IIBA on November 1st, 2024
- Webinars - “How to Start Your Data Quality Management Program” – IIBA on Nov 13, 2024