

ABEEN POUDEL

COMPUTER ENGINEER / CERTIFIED SCRUM MASTER

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SUMMARY

CSM-certified Business Analyst and Project Coordinator with a background in IT project delivery, business analysis, and Agile facilitation. Skilled in requirement gathering (BRD, SRS, user stories), backlog management, sprint planning, and cross-team collaboration. Experienced supporting Agile teams across multiple projects — from documenting requirements and refining product backlogs to coordinating UAT and tracking Agile metrics. Approach bridges business needs and technical solutions to deliver projects on time, within scope, and aligned to strategic goals.

EXPERIENCE

Product Project Manager

Maatri Nepal | Kuponhole, Lalitpur | October 2025 - Present

- Currently leading product and project management efforts, bringing Agile discipline to a growing product organization.

Technical Team Incharge / Business Support Manager

Hotstone Innovations | Bhaktapur, Bagmati, Nepal | August 2025 - October 2025

- Led the technical team while supporting core business operations during a period of transition.

Operations Manager

CrossOver Nepal | Lalitpur District | June 2024 - July 2025

- Led daily technical operations, ensuring optimal system availability, performance, and reliability across all IT environments.
- Managed cross-functional teams (Development, Support, Sales/Marketing) to resolve issues, streamline deployments, and enhance operational efficiency.
- Implemented Agile and DevOps best practices, driving continuous improvements and operational excellence.
- Oversaw the full lifecycle of infrastructure management, from system design and implementation to monitoring, backups, and routine maintenance.
- Monitored KPIs and provided actionable insights to senior leadership, improving system performance while reducing costs.
- Managed vendor relationships and contract negotiations, ensuring SLA compliance and cost-effective technology solutions.
- Oversaw incident response processes, utilizing root cause analysis to reduce recurring issues.

Project Engineer

Mokshya Tech and IT Solutions | Kathmandu, Bagmati, Nepal | October 2022 - April 2024

- Led end-to-end planning and execution of IT projects, ensuring delivery within scope, time, and budget using Jira and Trello.
- Liaised with cross-functional stakeholders, clients, vendors, developers, and support teams, to gather technical and business requirements.
- Developed detailed project plans, managed timelines and budgets, and ensured alignment with organizational IT strategy.
- Coordinated project teams and facilitated sprint planning and daily stand-ups using Agile/Scrum methodologies.
- Delivered multiple projects with 90% on-time delivery and 10-15% cost savings through optimized resource planning and vendor negotiation.

Project Manager / Scrum Master

Mokshya Tech and IT Solutions | Kathmandu, Bagmati, Nepal | May 2021 - October 2022

- Facilitated Agile Scrum ceremonies, daily stand-ups, sprint planning, retrospectives, and reviews, to ensure smooth, timely delivery.
- Coached and mentored development teams on Agile principles, fostering continuous improvement and high performance.
- Served as a servant leader, removing impediments so teams could focus on delivering high-value increments.
- Worked closely with Product Owners to maintain a prioritized product backlog aligned with business goals.
- Tracked and reported Agile metrics, velocity, burn-down, team capacity, to stakeholders for transparency.

QA Engineer

Mokshya Tech and IT Solutions | Kathmandu, Bagmati, Nepal | October 2020 - May 2021

- Collaborated with developers and stakeholders in Agile environments using Jira and Confluence.
- Designed and executed manual test cases validating web and mobile application functionality and stability.
- Identified, logged, and tracked bugs in Jira, ensuring timely resolution and retesting.
- Conducted smoke and regression testing during deployment cycles.
- Performed basic API testing using Postman, validating request/response flows.

Intern

Nepal Telecom | Kathmandu, Bagmati, Nepal | December 2019 - March 2020

- Supported major and minor network disruptions, connectivity, failed servers, DNS redirection, and exchange synchronization.
- Performed analysis to determine antenna size, radio equipment, and frequency band for optimal system performance.
- Performed inspection, monitoring, and maintenance of wireless equipment and facilities.

EDUCATION

Bachelor of Engineering, Computer Engineering

Advanced College of Engineering and Management | 2015 - 2019

SKILLS

- Product Management
- Agile / Scrum Facilitation
- Backlog Management & Refinement
- Sprint Planning & Retrospectives
- Requirement Gathering (BRD, SRS, User Stories)
- Stakeholder & Vendor Management
- UAT Coordination
- Agile Metrics (Velocity, Burndown, Capacity)
- Jira & Confluence
- Trello
- System Architecture
- Network Engineering
- Telecommunications

CERTIFICATIONS

- Certified ScrumMaster (CSM)
- Agile with Atlassian Jira
- PMP Certification Training Course
- Agile Project Management