Yazid bin Abd Rahim

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WORK EXPERIENCE

ESRI Singapore   **September 2024-Current**
Business Analyst/Scrum master —Services
- Aligns business goals with user needs by analyzing requirements and translating them into actionable product features.
- Owns the product vision, prioritizes the backlog, and ensures delivery of high-value increments through iterative development.
- Leads and empowers the team by facilitating agile ceremonies, removing blockers, and fostering a culture of collaboration and continuous improvement.

Citibank   **June 2022-October 2023**
Scrum Master—Regional/ Singapore Digital Sales Marketing
- Facilitated Agile practices and Design Thinking workshops, optimizing processes for the digital sales and marketing team.
- Implemented dashboards using Jira to enhance team productivity and performance tracking.
- Spearheaded initiatives that improved operational efficiency and customer engagement metrics.

DBS bank   **December 2021–May 2022**
Agile Coach – Cloud Engineering Services
- Managed cross-functional teams to deliver Cloud services, ensuring alignment.
- Collaborated with C-Suite executives to define and execute Cloud service strategies.

NCS Group   **June 2021–December 2021**
Quality Analyst – Pega Systems
- Developed and executed test plans, oversaw UAT processes, and provided training to stakeholders.
- Ensured data accuracy and system integrity through SQL queries and PEGA system validations.

Singapore Airlines   **July 2014–June 2021**
Executive – Agile Product Owner, Internet Check-in
Senior Associate – Agile Product Owner, Mishandled Baggage / Mobile lounge access system
Senior Officer – Agile Product Owner, Mobile Internet Check-in
Officer – Offline Airport Services
- Managed Agile product development lifecycles, coordinating between development teams and stakeholders to deliver web and mobile applications.
- Spearheaded requirements gathering and data visualization initiatives using Tableau.

EDUCATION

Ngee Ann Polytechnic   **2009**
Diploma in Tourism and Resort Management

CERTIFICATIONS, SKILLS

- **Certifications:** [Certified Scrum Master](#), [Google Project Management Certificate](#)
- **Skills:** Project Management, Agile, Scrum, Change Management, Design Thinking, Jira, Confluence, AWS S3, Excel, PowerPoint, Word, HTML, CSS, Java, Team management, Web Management, Agile evangelist, SQL