

Contact

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Core Competencies

- Business Analysis Planning and Monitoring
- Elicitation and Collaboration
- Requirement Life cycle Management
- Requirement Analysis and Design Definition
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

Technical Skills

- Documentation Tools: MS Suite.
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI & Tableau.

Domain Knowledge

ICRM, CRM, Integra

Education

PGDM, IMDR Pune 64.55% [2012-2014]

Certificates

- Certified IT – Business Analyst IIBA [EEP]
- Certified NISM Module VA
- Certified NISM Module XXI A

Awards and Achievements

- Silver Star in Hdfc Bank
- Scroll of Honor in Hdfc Bank

Soft Skills

- Cohesive Team worker
- Self-motivated person
- Active Listener

Language

English, Hindi, Marathi

NIRVIKAR NAIK

Business Analyst

Career Objective

A dedicated and hard-working business analyst willing to redefine the career trajectory from banking into a new domain to help the company grow to new heights and to gain expertise in Business Analysis. Have overall experience of 10.5 years, of which, a **Business Analyst** for **8 years**.

Profile Summary

- In depth knowledge of SDLC in various phases (i.e Waterfall and agile)
- Proficient in **Waterfall** model: **Requirements Gathering** through various **Elicitation techniques** like **Brainstorming, JAD, Focus Groups, Interviews, Documentation, Prototyping.**
- Expert in **Agile scrum**: Creation of **user stories, sprint** and **product backlogs**, conducted various **sprint meetings, sprint** and **product burndown charts**, ensured **DOR** and **DOD** checklist.
- Hands-on experience in process modelling using **BPMN** and **UML diagrams** to create visual representations for functional and technical teams.
- Skilled in creating **Requirement Traceability Matrices (RTM)** to ensure full coverage from requirements to test cases and successful implementation
- Experienced in **HNI Relationship Management** - like Investments, Banking, Lending, Risk Profiling thereby increasing overall relationship of the clients with the bank.
- Handling a portfolio of **800+ Cr of the HNI clients** and giving them right advice on the investments and banking

Work Experience

ICICI Bank Ltd [DECEMBER 2018 – PRESENT]

Designation: Chief Manager

Project 1

Functionallity Update in Valuefy [Agile]

Project description:

To adjust capital gains in the portfolio statement according to the new tax structure

Role: SME

Responsibilities:

- Provide deep **domain knowledge** and expertise related to the project's subject matter.
- Assist in clarifying **requirements** and ensuring a shared understanding of the domain among team members.
- Collaborate with the **product owner** and **business analysts** to analyze and **refine user stories** or requirements.
- Identify potential risks or challenges related to the domain and work with the team to develop **mitigation strategies**.

Project 2

Functionallty update in ICRM [Agile]

Project description:

To address customer complaints and resolve issues within a specified time limit else follow the escalation mechanism at every breach of time limit

Role: SME

Responsibilities:

- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, **manageable tasks**
- Share **domain knowledge** with team members to enhance their understanding of the project's context.
- Assist in the development of **test cases** and **scenarios** based on domain knowledge.
- Provide feedback during **sprint reviews** and **retrospectives** to help the team improve its processes.

Project 3

Functionallty update in Interga [Agile]

Project description:

To integrate Insurance data into the Portfolio statements of the HNI clients in order to give comprehensive report on the investments held by them with the bank

Role: BA

Responsibilities:

- Participated in **sprint ceremonies** to remove **road-blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up** charts to track the project progress.
- Participated in **product planning** and **UAT** to successfully deliver each sprint component.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.

- **Authorized** onboarding of Private Banking clients after checking their eligibility and Investible surplus & approved new current and savings account opening
- Resolved **customer complaints** using **Root-Cause Analysis** to find a permanent solution to the problem. Improved customer relationship with the bank by Lending Working Capital Limits & Term loans basing on the customers' eligibility, needs & bank norms

HDFC Bank Ltd

[June 2014–December 2018]

Designation: Manager

Project 1

Functionallty update in LMS [Agile]

Project description:

To manage the leads received from the BIU and assign them to the respective relationship manager and assigning a TAT for him/her to action it within the time frame

Role: BA

Responsibilities:

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Generated **Sprint, Product Burn down/Burn up** charts to track the project progress.
- Participated in **product planning** and **UAT** to successfully deliver each sprint component.
- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.

Project 2

Functionallty update in CRM [Waterfall]

Project description:

To trigger enablers for the relationship managers which result in better engagement with their managed clients and generate cross-sell opportunities

Role: BA

Responsibilities:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
 - Gathered requirements from business heads using **Elicitation Techniques** and created a **Business Requirements Document (BRD)**.
 - Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
 - Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq**, and **Axure**.
 - Led **retail banking operations**, ensuring compliance with regulatory norms.
 - Analysed banking trends to identify **revenue-generating** opportunities.
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