

CONTACT

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EDUCATION

- 2014 - 2015
MANIPAL UNIVERSITY
MBA BANKING & FINANCE
- 2007 - 2011
RGPV UNIVERSITY BHOPAL
BE COMPUTER SCIENCE

CORE COMPETANCIES

- 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

- DBMS Tools :- SQL , Oracle
- Reporting Tools: Power BI, Tableau.
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modelling Tools: MS Visio, Draw.io.
- Project Management tool:- JIRA , Confluence

DOMAIN SKILLS

- CORE BANKING :-
Finacle , Flexcube
- FINONE
- SFDC
- CRM

CERTIFICATION

- Certified IT – Business Analyst IIBA [EEP]

CHETAN KAPRE

BUSINESS ANALYST

ABOUT ME

Results-driven professional with 12 years of overall experience, including over 6 years as a Business Analyst in the retail and wholesale banking sectors. Proven expertise in investment, loans, and insurance domains, with a strong track record of collaborating with cross-functional teams to deliver value-driven solutions throughout the project lifecycle.

PROFILE SUMMARY

- Strong understanding of Software Development Life Cycle (SDLC) with hands-on experience in both Waterfall and Agile (Scrum) methodologies.
- Proficient in Waterfall model: skilled in requirements elicitation, BRD, FRD, SRS documentation, RACI Matrix, BCD, UML diagrams, prototypes, RTM, UAT, and managing Change Requests.
- Expert in Agile Scrum: experienced in writing user stories with Acceptance Criteria, Business Value (BV), and Complexity Points (CP), and maintaining Product and Sprint Backlogs.
- Conducted key Agile ceremonies including Sprint Planning, Daily Stand-ups, Sprint Review, and Retrospectives; tracked progress using Sprint and Product Burndown charts.
- Ensured quality and completeness of deliverables through Definition of Ready (DoR) and Definition of Done (DoD) checklists.
- Led cross-functional teams through complex integration projects, overseeing timelines, resource allocation, and milestone achievements.
- Successfully managed complex loan servicing and disbursement processes, ensuring legal compliance and meticulous documentation

WORK EXPERIENCE

- IDFC FIRST BANK LTD |2024 - 2025|
Designation: Senior Manager
Project: - SFDC Mortgage Loan Lifecycle |Agile Methodology|
Project description: - Application login to Disbursement complete lifecycle of the Mortgage Loan , Integration with LOS and other applications.
Role: - BA

SOFT SKILLS

- Team Management
- Good Communication
- Time Management
- Problem solving

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Marathi (Fluent)

- Interacted with the stakeholders and **gathered requirements** by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added user stories into **product backlog** using the **JIRA tool**.
- Prioritized and validated the requirements using **Moscow and FURPS technique**, added user stories to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV and CP**. and assisted the Product Owner for the creation of **DOR and DOD** checklist.
- Led continuous improvement initiatives that optimized TAT and reduced process friction.
- Trained teams on evolving digital features and supported adoption of system changes.

● YES BANK LTD. |2021 - 2024|

Designation: Senior Manager

Project: - Customer Relationship Management System (CRM) |Agile Methodology|

Project description: - Complete service and sales of existing and prospective customer to improve relationships, streamline operations and enhance customer satisfaction.

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.
- Navigate the technical team to timely achieve the **MVP** and **shippable Product**.
- Contributed to **SOP creation** and **knowledge transfers** during new feature rollouts.
- Excelled in strategic portfolio management successfully navigating pre-screening approval and timely case conclusions for high-value secured loan portfolio.

● HDFC BANK LTD. |2020 - 2021|

Designation: Senior Manager

Project: - CRMNEXT |Waterfall Methodology|

Project description: - Cloud-based customer relationship management (CRM) solution designed to help businesses manage customer interactions from lead generation to post-sale support.

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)**.
- Leading strategic initiative for **GAP analysis** and **Feasibility study** in collaboration with the stakeholders and cross functional teams.
- Facilitating the **Change requests** with proper feasibility and **impact analysis**.
- Acted as liaison between field teams and technology for capturing digital product feedback.
- Led training sessions across partner channels and branches to increase product understanding.

YES BANK LTD. |2019 - 2020|

Designation: Manager

Project: - FINONE System |Waterfall Methodology|

Project description: - Digital lending system designed to automate and digitize the lending lifecycle, from Origination, servicing to collection.

Role: - BA

Responsibilities:

- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS** Document.
- Involved in multiple phases of FinOne Application development.
- Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and Axure.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the UAT was successful.
- Interfaced with sales and product teams to refine offerings based on market and customer feedback

ICICI BANK LTD. |2013 - 2019|

Designation: Manager

- Successfully managed complex loan servicing and disbursement processes, ensuring legal compliance.
- Documentation Managed client portfolio of 800+ overdraft accounts ensuring high satisfaction and retention.
- Liaised with internal tech and ops teams to resolve product issues and escalate pain points.
- Participated in system audits, ensured compliance, and submitted feedback for product improvement.
- Played a pivotal role for sales sourcing, credit processes contributing in streamlined operations recruitment and training processes.
- Work closely with the various cross functional teams to ensure the business growth.