

## MEHUL SONAWANE

### Business Analyst

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### Core competences:-

- 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:-

CRM.

### Education:-

MBA – Dr.D.Y.Patil Institute of MBA, Akurdi, Pune.

### Certificates:-

Certified IT – Business Analyst IIBA [EEP]

### Soft skills: -

- Analytical Thinking
- Problem-Solving
- Stakeholder Management
- Conflict Management
- Adaptability
- Time Management

### Language:-

English, Hindi, Marathi, Gujarati

### Career object:-

Experienced Business Analyst with 7 years of overall experience including 4 years of experience as Business analyst In BFSI Sector, Seeking to contribute analytical and communication skills from my knowledge understanding and in Banking, Insurance and financial services. To contribute as a Business Analyst by bridging the gap between business Needs and technical solutions, driving innovations, optimizing workflows, and ensuring the successful Project.

### Profile summary:-

- Experienced **Business Analyst** with expertise in **BFSI Domain**, Worked on Mobile Banking Applications, CRM and Cards Application.
- In-depth knowledge of SDLC in various phases (**Waterfall and Agile**)
- Proficient in Waterfall Model: Gathered requirements using Elicitation Techniques and
- Prepared **BRD, FRD, SRS** prepared **RACI Matrix, BCD**, created **UML Diagrams** and
- **Prototypes** and **requirements tracking** through **RTM** well versed with **UAT** handling
- Expert in **Agile Scrum**: Creation of user stories and Added Acceptance Criteria, BV and CP.
- Experience in Portfolio Management, Customer Acquisition, Wealth and investment management, Customer Service and Sales.

### Work experience.

**Company name :-** Unity Small Finance Bank

**[Apr 2024 – Nov 2024]**

**Designation:-** Relationship Manager

**Project 1:-** Unity Mobile Banking Application | Agile |

**Project description:-**Project Digital Banking Platform for banking Services holder to access the wide banking services through mobile application. smooth transitioning from physical to digital platform

**Role:-** Subject Matter Expert

**Responsibilities:-**

- Working as a SME on an Mobile Banking project to provide digital banking platform for Account holders. And provide insights and work on **enhancement** process of application.
- Conducted **requirement gathering** through **Agile** ceremonies like **sprint planning** and **backlog refinement**. Created **Epics** and **user stories** with detailed **acceptance criteria**.
- Collaborated with **Product Owner, developers, and QA in cross-functional Agile teams**.
- Maintained the **product backlog** in **JIRA** and ensured clarity and prioritization of **user stories**.
- Facilitated **sprint reviews** and **retrospectives** to capture feedback and drive continuous improvement.
- Created **wireframes** and process flows to help stakeholders visualize proposed solutions.
- Enabled performance tracking by supporting **PowerBI dashboard** development for understanding status and insight of work.
- Handling Branch's portfolio book size by providing services and fulfilling bank requirements
- Working towards deepening and strengthening the portfolio with NTB acquisition

**Company :-** IndusInd Bank Ltd

**[Sept 2023 – Apr 2024]**

**Designation:-** Chief Manager

**Project name:-** Indus Cards | Agile |

**Project description:-** Indus Card is a Bank's Credit Card services platform on mobile application developed for existing credit cards status, cards services and card related offers and features.

**Role:-** Business analyst

**Responsibilities:-**

- Interacted with the stakeholders to understand and identify enhancement expected in existing application gathered requirements by using various **elicitation techniques**.
- Prepared and validated additional **functional** and **non-functional requirement** and validate with the stakeholder and project team.
- Created detailed **user stories** with acceptance criteria and maintained the **product backlog** using **JIRA**.
- Participated in all **Agile** ceremonies including **sprint planning, daily stand-ups, sprint reviews, and retrospectives** to facilitate smooth project execution.
- Designed **wireframes** and **mockups** with **Balsamiq** and modeled workflows using **MS Visio** and **Draw.io**.
- Led User Acceptance Testing (UAT) sessions with HR teams and end-users to validate functionality and usability.
- Identifying clients' need and requirements and proposing suitable solutions.
- Handling portfolio book by providing services and fulfilling bank requirements Resolving complaints and issues efficiently and in a timely manner.

**Company:-** HDFC Bank Ltd

**| Oct 21 – Aug 2023 |**

**Designation:-** Deputy Manager

**Project name:-** CRM Integration For Phone banking | Waterfall |

**Project description:-** HDFC CRM Integration is a System which provide Client, portfolio handling platform, its initiated for the employees to track their assigned portfolio provide adequate service get better insight of customer profiles, and Service Escalation matrix.

**Role:-** Business analyst

**Responsibilities:-**

- Conducted **SWOT analysis** of banks existing customers handling and phone banking verticals actual process to identify system inefficiencies and areas for functional enhancement.
- Performed detailed **Gap Analysis** to assess differences between existing legacy systems and the proposed CRM Integration features.
- Conducted **stakeholder interviews** and gathered requirements using **elicitation techniques** like **document analysis, observation, interviews, and workshops**.
- Created **prototypes** and **mockups** using **Balsamiq** and **Axure**, ensuring that the redesigned UI/UX was intuitive and aligned with employee expectations.
- Maintained critical project documentation including **BRD, FRD and SRS**.
- Developing and expanding existing High Net Worth Customer relationships for liabilities Deepening relationships sourcing family accounts
- Maintaining complete relationship record for assigned customer accounts, Ensuring high levels of customer service orientation to meet benchmark NPS, Collaborating with the field sales teams to ensure lower cycle times and best conversion ratios

**Company:-** Kotak Mahindra Bank Ltd

**| Nov 2019 – Oct 2021 |**

**Designation:-** Deputy Manager

**Project name:-** Kotak Digital account On boarding Application | Waterfall |

**Project description:-** Kotak Digital Account on boarding Application is a platform developed to streamline and digitalise existing account opening process of bank, the aim of project is smooth acquisition of customer in banking, provide fast and accurate process for employees to convert the leads and save time and cost on existing process.

**Role:-** Business analyst

**Responsibilities:-**

- Conducted **Enterprise Analysis**, 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)**.
- Performed detailed **Gap Analysis** to assess differences between **existing legacy systems** and the **proposed** process after the project.
- 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**.
- Created and maintained **RTM** throughout the project and assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Handling associated Corporate with Bank for Acquisition Corporate Salary Accounts of assigned Corporate.
- Conducting induction for new employees about salary accounts and banking products Building Relationship with HR and Employees of corporate, Co-ordinate and handle Executives of various bank products

**Company:-** ICICI Prudential Life Insurance

**| Jan 2018 – Nov 2019 |**

**Designation:-** Financial Services Consultant

**Role:-** Financial Services Consultant

**Responsibilities:-**

- Teaming up with Bank Staff to achieve Sales Target
- Cross selling life insurance products to waling customers in bank
- Building relationship with UM's to achieve targets
- Conducting regular training for the UM's and Advisors of Partner Offices
- Converting Leads provided by Advisors
- Providing end to end Service to the Client