

SUSMITA DEVI

Bangalore

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PROFESSIONAL SUMMARY

Aspiring Business Analyst with 2 years of Banking experience, skilled in client consulting, compliance and process optimization. Hands on exposure to Agile and Waterfall projects with focus on requirement gathering stakeholders collaboration and business oriented solutions.

BA TOOLS

Draw.io, Balsamiq Mockups, Tableau/ Power BI, Axure RP pro,JIRA

ADDITIONAL SKILLS

SQL, analytical thinking,Data Analysis, Data story telling, Communication

PROJECTS

NRI Digital Onboarding Automation | Waterfall Model

- Led the creation of a digital KYC and demat account onboarding solution for NRI clients.
- Automated document extraction and form filling using OCR reducing manual effort and compliance risk.
- Prepared BRD, process maps, and collaborated with legal/compliance teams to align with SEBI and RBI guidelines.

CRM Enhancement Project | Agile Model

- Worked on CRM Enhancement including Internal Help overlay, Escalation Dashboard, Feedback loop, and Smart Notification Engine.
- Participated in sprints, created user stories, and collaborated with cross-functional teams to deliver business value.

EXPERIENCE

SBICaps Securities

03/01/2024 - 07/01/2025

Wealth Relationship Manager

- Handled B2B and B2C client segments including NRI/HNI accounts, capturing client requirements and translating them into tailored financial solutions.
- Collaborated with Internal teams and compliance interaction, generating actionable insights aligned with BA reporting practices.

BA SKILLS

Requirement gathering and documentation (BRD,FRD)



Stakeholder analysis and communication



Process Modelling (As-is/ To-Be)



Agile(User stories,sprints,Scrum ceremonies)



RTM, SWOT,GAP analysis, MoScow, Root cause analysis



HDFC Bank

21/07/2021 - 14/02/2022

Deputy Manager

- Managed retail banking clients and conducted KYC and documentation
- Supervised cash handling and daily operations, identifying service gap improvements.
- Used Flexcube and CRM platforms to analyse customer data and supp

HDFC Bank

07/2020 - 02/2021

On job trainee

HDFC Bank Future Banker's Program, receiving structured training in Ban knowledge and compliance procedure

EDUCATION

Manipal Academy of Higher Education

2023

MBA in Banking and Finance

Gauhati University

2017

B.Sc in Biotechnology

Hajo HSBSKR HS School

2013

Intermediate in Science

Pragjyotish School

2011

Class 10

CERTIFICATIONS

- IIBA ECBA- Ongoing
- Google Data Analytics Certification - Coursera
- NISM Series-V-A- Mutual Fund
- NISM Series-VI- Depository Operations
- IRDA license
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TCS NQT- BFSI QUALIFIED

BFSI Score: 79.91%

LANGUAGE

English,Hindi, Assamese