**Business Analyst**

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Profile Summary

* 3 years of work experience in role as Associate, Deputy Manager (Transaction Banking) in banking this includes 2 years of experience as Business Analyst.
* Distinguished proficiency in requirement gathering for enhancement while ensuring the optimal resolutions are achieved, insightful knowledge of business analysis & design, process optimization, cost control and revenue maximization from various technological solutions.
* Hands on experience in SDLC- Waterfall & Agile Methodologies- SCRUM
* Prepared & prioritized the product and Sprint backlog by coordinating with Product Owner & Client.
* Assisted the Scrum team in User stories writing sessions & defining Acceptance criteria for requirements.
* Assisted the Product Owner in Product Backlog refinement on regular basis.
* Defined the KPI metrics in Agile Methodology to measure the iteration status and Release planning progress using Burn down charts for both iteration and Releases.
* Experience in various Elicitation and Enterprise Analysis techniques like SWOT Analysis, Root Cause Analysis, Impact Analysis and Gap Analysis
* Had a proven record in preparing various Business and Technical documentation such as Business requirements Documents (BRD), Functional requirement Document (FRD) and Software Requirements Specification (SRS) by with supporting visuals by using UML 2.0
* Experience in handling the Change Requests and Risk Assessment
* Hands on experience in designing Prototypes through wire frame tools like MS Visio, Axure, & Balsamiq

**Educational Credentials**

### MBA from Indira College of Management Pune.

### BSc. in Microbiology from Modern College of Science Pune.

### Higher Secondary Education from H.H.C.P College Pune.

**Certifications**

* Business Analyst Training from COEPD (IIBA Endorsed Education provider)
* CBAP certification - Simplilearn
* Agile Scrum Master (ASM) - Simplilearn

**Employment Details in SBI**

Deputy Manager Aug 2021 - Present

**Software & Tools**

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| --- | --- |
| **Prototyping & Wireframe Tools** | Axure Pro 7, Balsamiq |
| **UML Drawing Tools** | MS Visio |
| **Project Management Tools** | **JIRA** |
| **Artifacts** | BRD, FRS |
| **Data bases & Visualization** | SQL, Tableau |

**Work Experience**

**iCRM Jan 2024-Jan 2025**

Project 1:

* **Customer Relation Management -** The objective of this project is that ICICI BANK should have a well-equipped software where the employee's will be able to view all customer financial details whether personal or corporate and help increase the productivity of the employee's and offer swift service to the customer.
* Also, employees must be able to view internet banking details of the customer to assist the customer with the transaction process.

Project 2:

**Performance Analyzer Application** - This application helps to develop strategies and take necessary actions for the improvement of branches to achieve the budgets on time and to Analyse the branches businesses and guide them to achieve their budgets. Improves the performance of Branch Managers more efficiently.

## Key Responsibilities-BA

* Requirement Gathering, Analysis, Design UML Diagrams Use Case Diagram, Activity Diagram, Data Modeling and Document them in BRD, SRS.
* Providing visual aids for the requirements to explain to technical team in the form of mockups and prototypes.
* Effectively communicate the requirement specification to the development groups.
* Handling the Change Requests from the client by Change Management process defined by the organisation.
* Interact with development team to provide explanations and to validate compliance of the developed product.
* Helping the QA team in the preparation of Test cases for Software testing and UAT to the client.

## Key Responsibilities-Non-BA

* Acted as Subject Matter Expert (SME)/ Client-side Business Analyst for the financial Product implementation in the bank by coordinating and clarifying the queries raised by the technical team of the vendor.
* Prepared the workflows to demonstrate the operational process in the Banking sector to vendors development team for smooth implementation of the product.
* Generated the MIS Reports for the bank operations such Branch performance timely manner along with audit & risk assessment of loans provided by the branches.
* Ensuring smooth and efficient functioning of the Branch on various efficiency parameters and upkeep of the Branch.
* Experienced in Financial Advisory services by providing the financial literacy and importance of investments offered by banks & their benefits, suggested products based on economic condition & risk profiling of customers
* Hands on Experience in Personal Banking Divisions (PBU) viz. handling account opening, online banking, fixed deposits, and deceased settlements by handling 200 customers per day.
* Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
* Complying with regulatory requirements; managing risk in every transaction and detecting fraudulent transactions to prevent ; resolving customers’ issues and providing relevant information.