

Name:- RITESH SINGH

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Linked id:-

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: -

International Trade Finance .

Fiannacle, SWIFT, Derivatives

Education:-

MBA (Financial Services)

Certificates:-

Certified IT – Business Analyst IIBA [EEP]

Soft skills: -Analytical thinking, Problem Solving

Language:- English, Hindi

Career object: - Results-driven **Business Analyst** with over **3.5 years of experience at ICICI Bank**, including **3 years of core Business Analysis** in Transaction Banking and Trade Finance. Skilled in **requirement elicitation, process optimization, and data-driven decision-making**, with a strong focus on **delivering digital transformation projects** using **Agile and Waterfall methodologies** to enhance operational efficiency and client experience.

Profile summary: -

- In depth knowledge of SDLC in various phases (i.e Waterfall & 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 **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist
- Experienced in **Transaction Banking operations and analytics**, specializing in **trade finance, remittance processing, and compliance management**. Skilled in **process automation, stakeholder coordination, and digital solution delivery** to enhance client experience and operational efficiency.

Work exp.

Company name :- ICICI Bank Ltd. |Duration|: 42 months

Designation: Accounts Manager (Transaction Banking)

Project 1:- Trade Online platform |Agile|

Project description:- A digital solution enabling corporate customers to manage **international trade transactions** such as remittances, BOE regularization, and trade instrument requests online. Built using **Agile-Scrum**, the platform enhances **process efficiency, compliance tracking, and customer experience** through automation and real-time monitoring.

Role:-BA

Responsibilities

- Created and prioritized user stories in the product backlog
- Monitored and communicated progress to stakeholders using sprint/product burndown charts and dashboards
- Designed wireframes in Balsamiq to visualize requirements and support development.
- Partnered with stakeholders to capture change requests post go-live, conducted feasibility studies, and coordinated with IT through escalation portals.

Project 2:- IGRS 2.0 | waterfall|

Project description:- An upgraded **Inward Global Remittance System** designed to streamline **SWIFT tracking, remittance settlement, and regulatory compliance**.

Developed under the **Waterfall model**, the project focused on **automation, exception handling, and BOE regularization**, improving **accuracy, turnaround time, and operational efficiency** in transaction processing.

Role:-Business analyst

Responsibilities:-

- Gathered and analyzed business requirements from Trade Operations and Compliance teams, documenting them in BRD and FRD for stakeholder approval.
- Designed detailed process flow and data flow diagrams to capture end-to-end remittance and BOE regularization workflows
- Created and maintained the RTM throughout the project
- Prepared test case scenarios and ensured UAT was successful