

AMRUTA BISHWAS

Business Analyst

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CAREER OBJECTIVE

A dedicated and strategic Business Analyst with 7.5 years of experience, including 4.2 years in Business Analysis within the banking sector. My aim is to contribute to significant company growth and deepen my expertise in this dynamic business environment, leveraging a proven track record in meticulous KYC documentation and strict adherence to RBI compliance

PROFILE SUMMARY

- Business Analyst for two main banking applications. Skilled in SDLC models.
- Proficient in Waterfall model:
- Requirements Gathering through various Elicitation techniques like Brainstorming, JAD, Focus Groups, Interviews, Documentation, and Prototyping.
- Experienced in translating BRD into FRD and requirements tracking through
- RTM. Well-versed with UAT & handling change requests.
- Expert in Agile scrum: Creation of user stories, sprint and product backlogs, conducted various sprint meetings, sprint and product burndown charts, ensured DOR and DOD checklists.
- Experienced in handling Sales, Marketing & Branch Operations - like account opening, taking Deposits, lending Loans, providing Locker facility, Customer Relationship Management, handling of all Customer Complaints.

CORE COMPETENCY

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|--|-------------------------------|--|
| • Business Analyst Planning and Monitoring | • Elicitation & Collaboration | • Requirement Life Cycle Management |
| • Strategy Analysis | • Requirements Gathering | • Requirements Analysis& Design Definition |
| | • Solution Evolution | |

TECHNICAL SKILLS

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|-------------------------------------|---------------------------------------|--|
| • Operating systems: Windows 7 & 10 | • Utility: MS Office Suite | • Agile tools: Jira |
| • Design tools: MS Visio | • Languages: UML | • Database: SQL |
| • Prototyping: Balsamiq& Axure | • SDLC models: Waterfall& Agile scrum | • Documentation tools: MS Office Suite |

SOFT SKILLS

- | | | |
|---------------------------------|-------------------------|-------------------|
| • Cohesive team worker | • Self-motivated person | • Active listener |
| • Have good Presentation skills | | |

DOMAIN KNOWLEDGE

- | | | |
|-------|-------|-----------|
| • CRM | • LMS | • FINICAL |
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Professional Experience

KOTAK MAHINDRA BANK LTD.

Nov 2022-May 2023

Designation: MANAGER

Project 1:

Enhancement of CRM application |AGILE|

Project Description:- Enhancing a Customer Relationship Management (CRM) application can significantly boost productivity, customer satisfaction, and revenue. Depending on your goals, like improving user experience, automating tasks, and organizing deeper insights, there are different approaches.

Role: SME- Business Analyst

RESPONSIBILITY:

Provide deep domain knowledge and expertise related to the project's subject matter.

- Assist in clarifying requirements and ensuring a shared understanding of the domain among team members.
- Collaborate with the product owner and business analysts to analyse and refine user stories or requirements.
- Validate that user stories accurately reflect business needs and are feasible from a technical and domain perspective.
- Participate in grooming sessions to refine user stories and acceptance criteria.
- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, manageable tasks.
- Work closely with the product owner and the team to define clear and testable acceptance criteria for user stories.
- Ensure that acceptance criteria align with business goals and are achievable.
- Share domain knowledge with team members to enhance their understanding of the project's context.
- Resolved customer queries efficiently, achieving a customer satisfaction score of over 90 %.

AXISBANK LTD.

Aug 2020 to Oct 2022

Designation: MANAGER

Project 2:

PRIORITY LIGHT HOUSE APPLICATION MANAGEMENT |AGILE|

Project Description: The objective of the Priority Lighthouse Application Management project is to ensure the successful oversight, protection, and continuous operation of critical “lighthouse” applications that are vital to the organization’s strategic and operational success.

Role: Business Analyst

Responsibility:

- 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 techniques, added user stories to the 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 checklists.
- Participated in sprint ceremonies to remove roadblocks 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.
- Maintained accurate records for account opening forms, loan applications.

Project 3:

Migration of Financial Crime Risk Management Application | WATERFALL |

Project Description: This migration aims to enhance system performance, scalability, and security while ensuring uninterrupted detection and prevention of financial crimes such as fraud, money laundering, and terrorist financing.

Role: Jr. Business Analyst

Responsibility:

- Actively conducted SWOT analysis for CMS to know the bank's strengths, the opportunities in the market, where the bank is lagging & to stay ahead of recent market trends.
- Used Gap Analysis to upgrade FCRM application from current state to the desired future state.
- Gathered requirements using elicitation techniques like Documentation & Interviews. Involved in Prototyping of screens for CMS services to make the software highly user-friendly while lodging complaints.
- Created and maintained BRD, FRD & SRS with UML & Activity diagrams and assisted the development team in understanding Use Case Specifications.
- The stage wise requirements tracking is done through RTM
- Assisted in the testing by preparing Test Case Scenarios and ensured the UAT is successful.
- Authorized all cash transactions, passed cheques, issued Demand Drafts, Bankers Cheques & approved new current and savings accounts after thoroughly verifying KYC and bank norms.
- Resolved customer complaints using Root-Cause Analysis to find a permanent solution to the problem.
- Improved customer relationship with the bank by lending gold & Pension loans basing on the customers' eligibility, needs & bank norms.

ICICI BANK LTD.

Apr 2017-July 2020

Designation: Dy. MANAGER

Role: RELATIONSHIP MANAGER

Responsibility:

Managed day-to-day operations of the bank.

Ensured accuracy and compliance with banking regulations and procedures.

Developed and implemented strategies to improve customer service and reduce operational costs.

Identified opportunities to improve efficiency and reduce risks.

Performed financial analysis to identify areas of improvement.

Developed and implemented policies and procedures to ensure compliance with regulations.

Education

Sant Gadge Baba Amravati University

Bachelor of Engineering in Electronics and Telecommunication.

Maharashtra State Board of Technical Education

Diploma in Electronics and Telecommunication Engineering

Certifications: Certified IT – Business Analyst IIBA [EEP].

ACHIEVEMENTS: Selected as "The best Outgoing Student 2012" by GOVT POLYTECHNIQUE COLLEGE, GADCHIROLI.

LANGUAGES

• ENGLISH

• HINDI

• MARATHI