

Name -

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CONTACT DETAILS



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Pradnya Doiphode

CORE COMPETENCY

- Business Analyst Planning & monitoring
- Elicitation & Collaboration
- Requirement Life Cycle Management
- Strategy Analysis
- Requirements Gathering
- Requirements Analysis & Design Definition
- Solution Evaluation

Technical skill

- Design tools: MS Visio
- Prototyping: Balsamiq & Axure
- Utility: MS Office Suite
- Reporting Tools : Power BI & Tableau
- SDLC models: Waterfall & Agile scrum
- Agile tools: Jira
- Database: SQL
- Documentation tools: MS Office Suite

SOFT SKILLS

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

Domain knowledge: -

- Finacle – Banking and Financial transaction

CAREER OBJECTIVE

A dedicated and hard-working business analyst willing to redefine the career trajectory from banking into a new domain to help the company grow to new heights and to gain expertise in Business Analysis. Have overall experience of 2.6 years, of which, a Business Analyst for **1.5 years**.

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**, 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** checklist.
- Experienced in handling Sales, Marketing & Branch Operations - like Account Opening, taking Deposit's, lending Loans, providing Locker facility, Customer Relationship Management and handling of all Customer Complaints .Managed a diverse customer portfolio ,ensuring strong client relationships and delivering tailored financial solution

WORK EXPERIENCE

ICICI Bank LTD

(MARCH 2023 – PRESENT)

Designation: Deputy Manager Grade 2

Role: Business Analyst

Project 1: Digitization of account opening through Video KYC

In Agile methodology , role -Business Analyst

Project Description :

- Worked on Digitizing account opening using video kyc to reduce paperwork and improve onboarding process . Automating account opening through Video KYC to enhance customer onboarding and operational efficiency.

BA Responsibilities :

Interacted with the stakeholder and gathered requirements by using various **elicitation techniques**

- **Created User stories** with appropriate acceptance criteria with the assistance of the product owner.
- Added User stories into Product backlog using **JIRA Tool**.
- Prioritized and validated the requirements using **Moscow and FURPS techniques** , added User stories to **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 checklist**.
- Participated in sprint ceremonies to remove road blocks in project .

- CRM - Customer management
- LMS – Learning Platform
- FinnOne – Loan Servicing
- FCRM and IT Helpdesk – SR Related

CERTIFICATION

- **Certified Business Analyst, IIBA [EEP]**
- PGDB Certification (Post graduate diploma in banking and Finance)

ACHIEVEMENTS

- Successfully managed and serviced a client portfolio of high net worth individuals during my tenure as relationship manager.
- Awarded for Extraordinary contribution in home loan processing and sales at ICICI Bank ,recognizing excellence in client service and business growth

ADDITIONAL ACTIVITIES

- Actively participating in tree plantation and environmental sustainability initiatives .
- Enjoy reading , cooking ,gardening and travelling .

EDUCATION

- **Manipal university, Bangalore PGDB** (post graduate diploma in banking (2022-2023))
- **Sou Suvarnalata Gandhi Mahavidhyalaya** Bachelor of Arts: Percentage - 76% (june2019-August2021)
- **Baghwant Institute of Technology** Diploma in Mechanical Engineering: -75% (june2016-june2018)

Languages -

- Marathi
- Hindi
- English

- **Generated Sprint ,Product Burn down/Burn up Charts** to track the project progress.
- Participated in product planning **UAT** to successfully deliver each sprint component.

Project 2: Migration of Complaint Management System to iMobile application

In waterfall methodology , Role- Business Analyst

Project Description :

- A System upgrade project to migrate and integrate the complaint management system into digital platform for faster issue resolution and improved customer service .

BA Responsibilities :

- Conducted enterprise **analysis** under **the assistance of senior BA** in creating business case document, conducted **stakeholder analysis**, and prepared **RACI Matrix**
- Gathered requirements from business heads using elicitation techniques and created a business requirement document (BRD)
- **Translated BRD into functional requirement document(FRD), Collaborated with the technical team, and prepared SRS Document.**
- Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the **UAT** is successful.
- **Created UML Diagrams and wireframes to visually represent requirement using MS Visio,Balsamiq and Axure**
- 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.

Non BA Experience

Relationship Manager – Banking (1.1 year)

- Handled customer portfolios and provided tailored financial solutions to meet their needs.
- Built and maintained strong client relationships to ensure long-term engagement.
- Resolved queries, supported banking operations, and contributed to customer satisfaction and retention.
- Assisted customers with account opening, maintenance, and transaction-related queries to ensure smooth service delivery.
- Guided clients through loan application processes, documentation, and approvals to facilitate timely disbursal.
- Provided post-loan support by addressing repayment schedules, EMI queries, and account statements.
- Ensured compliance with banking policies while resolving customer queries.