

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 SKILLS

- Operating systems: Windows 7 & 10
- Design tools: MS Visio
- Prototyping: Balsamiq & Axure
- Utility: MS Office Suite
- Languages: UML
- 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

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 4 years, of which, a Business Analyst for **1.5 years**.

PROFILE SUMMARY

- **BusinessAnalyst** 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 Deposits, 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

Duration: 1.5 years

Project Summary:

- Created **User Stories** in **Product Backlog** using **JIRA**. Conducted **Sprint Planning Meeting** to define the work for the upcoming **sprint** and get **story points &Acceptance Criteria** to ensure **Definition of Ready**.
- Conducted **Daily Scrum** meetings to know the progress of work on a day-today basis.
- Updated **Stakeholders** about the progress of the work through **sprint** and **product burndown charts**.
- Assisted in **development** and **testing** & ensured **Definition Of Done**.
- Conducted **sprint review** and **retrospective meetings** at the end of each **sprint** to know if everything is going well and if there are any obstacles faced in the sprint.
- Initiated **change requests**, after project is Live, by conducting **feasibility study** & thereby collaborating with SBI IT team through various escalation portals.

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: -80% (june2019-August2021)

- Profound understanding of customers' needs and providing the required banking services.
- Suggested the right banking products suitable to the customers thereby protecting the interests of the customers.

Project 2: Migration of Complaint Management System to iMobile application

Duration: 1 year

Project Summary:

- 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 **iMobile 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**
- ssisted 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.