Akanksha Business Analyst

# CONTACT DETAILS

 Phone

+917082003554

 Email akankshajha01@gmail.com

# CAREER OBJECTIVE

 LinkedIn <http://bit.ly/4iKle>

**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

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 7 years, of which, a Business Analyst for **2.5 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**, **Documentation**, **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** checklist.
* 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, branch compliance, assisted in branch audits and taking cost effective decisions for the branch and driving business from the team members.

# WORK EXPERIENCE

**ICICI BANK LTD** (April 2017 – PRESENT)

**Designation**: Manager

**Role**: Business Analyst

## Project 1: Loan Origination System (LOS) implementation (Waterfall Methodology)

**Duration:** 1 year

## Project Summary:

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The project focused on automating and streamlining the end to end loan

processing life cycle from application to disbursement. Developed using Waterfall

methodology. The project followed a structured approach with distinct phases.

**Responsibilities:**

* Conducted Enterprise Analysis and under the assistance of a senior BA in
* creating a Business Case Document, conducted **Stakeholder Analysis** and prepared **RACI Matrix.**
* Gathered requirements from business heads using **Elicitation Techniques**

and created a **Business Requirements Document (BRD).**

* Translated **BRD** into **Functional Requirements Document (FRD)**, collaborated with the technical team and prepared **SRS** document.
* Created **UML diagrams** and **wireframes** to visually represent requirements

using **MS Visio**, **Balsamiq, and** **Axure.**

* Created and maintained **RTM** throughout the project.
* Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.

**Project 2: Enhancement In Sales CRM (Agile Methodology)**

**Role- Business Analyst**

**Project description**:

The project was developed for enhancing the features of sales CRM to give employees 360\* view of the customers from different segments to facilitate the overall sales and services provided. Using Agile Methodology, the project was developed in iterative sprints, ensuring continuous innovation and user centric improvements.

**Responsibilities:**

* Led requirements gathering for the implementation of enhanced Sales CRM platform, enhancing employees

experience and operational efficiency.

* Refined and validated various user stories and acceptance criteria as per the business needs.
* Worked along with developers to design test cases.
* Assisted in UAT (User Acceptance Testing), ensuring system functionality aligned with business needs before deployment.
* Delivered insights through dashboards and reports, improving customer engagement by 20% and increased productivity of the employees.
* Created training modules and successfully conducted training sessions.

# CERTIFICATION

**ACHIEVEMENTS**

* Gold Medalist in Metallurgical Engineering
* Selected as “**The best Outgoing Student 2016**” by Indian Institute of Metals, Vizag Chapter.
* Bagged **T R ANANTHARAMAN EDUCATION & RESEARCH FOUNDATION**

summer trainee award 2015.

**ADDITIONAL ACTIVITIES**

* Volunteered in metallurgical workshops
* Actively participated in national technical symposiums.
* Enjoy Playing flute, reading stories, cooking & gardening

Certified Business Analyst, IIBA [EEP]

# EDUCATION

**PGDB (Banking)**  7.8 CGPA **(**2016-2017)

## Project 2: Migration of Complaint Management System to YONO 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 **YONO 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.