CHANDAN KHAIRHA

Pune, India

Mobile: +91 7972556423 | **E-mail**: chandan8303@gmail.com

LinkedIn: https://www.linkedin.com/in/chandan-khairha

Certified IT Business Analyst from COEPD IIBA endorsed

CAREER OBJECTIVE

An accomplished and performance driven professional with 12 years of Rich and diversified experience in Investment Banking and Capital Market Domain as Team Leader worked in Operations & Insurance, Reconciliation trade settlement Fixed income corporate action verticals and Over 4 +Years of experience as Business Analyst seeking to obtain a challenging Business Analyst position in a reputable organization, utilizing my analytical and problem-solving skills to drive business growth and improvement.

PROFILE SUMMARY

- Accomplished professional with 16.5+ years of work experience in different domains with special expertise in Project Management.
- Detail-oriented Business Analyst with in-depth knowledge of the **Software Development Life Cycle (SDLC)**, proficient in both Waterfall and Agile methodologies experienced in effectively managing project phases to ensure timely delivery and quality outcomes.
- 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 burn down charts,** ensured **DOR** and **DOD** checklist.
- Responsible for the maintenance of project management standards and process.
- Responsible for end to end project management and project implementation define project scope, goals, timelines, budget, and resources.
- Updated Stakeholders about the progress of the work through sprint and product burn down charts.

CORE COMPETENCIES

- Business Analysis Planning and Monitoring.
- Reporting & Documentation
- Client Relationship Management
- Elicitation Techniques
- Stakeholder Management
- Change Management
- KPI Dashboard
- Team Management
- People Management
- Process Improvement

TECHNICAL EXPERTISE

- **Prototyping & Wireframe Tools:** Axure and Balsamiq.

- **Modelling Tools**: MS Visio, Draw.io

- **Reporting Tools**: Power BI & MS Excel, Word, PowerPoint

- **Project Management tool**: - JIRA

ARS Traffic and Transport Technology   (AUGUST 2024 – PRESENT)
Designation: Project Manager (Operations)

- Communication with stakeholders in government department and development team to identify and define the needs by analyzing, defining and formalizing business processes and requirements
- Identify and Monitor project risks & issues to ensure that appropriate risk mitigation actions/plans are in place
- Tracking and reporting project metrics take corrective action for continuous improvement
- As a Business Analyst I Analyze business needs and identify opportunities for process improvements.
- For my project I Gathered and document functional requirements through use cases, user stories, and business requirements documents
- I Collaborate with QA teams in head office to ensure solutions meet quality standards.
- Regularly communicate with stakeholders, including project sponsors, end-users, and IT teams.
- As a Business Analyst I am responsible for new project allocation and budgeting and planning.

State Street Bank and Trust Company   (MAR 2008 – MAR 2024)
Designation: Team Leader

Project 1: Development of MYSS Application. (Agile)

Project Description: Created an application for SS Bank to check and upload the data on real time basis.

Key accountabilities as a Functional BA
- Interacted with the stakeholders 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 the **JIRA tool**.
- Prioritized and validated the requirements using Moscow and FURPS technique, 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 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.
- Published SLA newsletter to the higher management – Weekly / Monthly / Quarterly
- Participate in daily huddles with higher management and provide Production inputs and deliverables

Project 2: Enhancement of MCH Application and Process Improvement (Waterfall SDLC)

Project Description: To enhance the user experience of exiting application and remove automation of process.

Key accountabilities as a Functional BA
- Used **Gap Analysis** to upgrade **MYSS and MCH Application** from current state to the desired future state.
- Conduct requirement gathering Market research to understand the application stsyem
- **Gathered requirements** using **elicitation techniques** like **Documentation &Interviews**. Involved in **Prototyping** of screens for Process improvement to make the software highly user-friendly.
- 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 for the project**
- Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the
- Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and

Axure.
- Translated BRD into Functional Requirements Document (FRD), Collaborated with the technical team, and prepared SRS Document
- Manage day-to-day operations and team's overall performance.
- Preparing the Business review deck and also being a part of those Business review meetings

HIGHER EDUCATION

- PGDMB from Indira School of Management Studies Pune India (2008)

PRESENT AND PERMANENT ADDRESS

- Flat No: A 804, Infinity Tower, Near Sant Tukaram Bridge Punawale Pune-411033.