

Mansi Gunjar

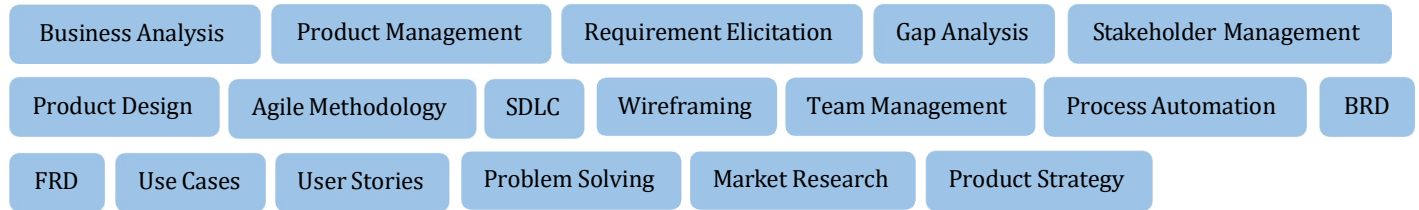
Certified Agile Business Analyst | Scrum | Coepd Trained

| BFSI | Loans | Marketing

- I am a results-driven Business Analyst with a background in managing end-to-end project cycles in the banking and finance sector.
- I thrive on identifying business needs and translating them into effective, user-centric digital solutions. With experience working alongside vendors and internal stakeholders, I bring a practical, solution-oriented mindset and a passion for process improvement.
- I believe in continuous learning and am committed to adding value through analytical thinking, collaboration, and clear communication.

 PGDM | Institute of Management Development & Research, Pune | Full Time | 2021- 2023 | Specialization – Marketing & Business Analytics

SKILLS



PROFESSIONAL SUMMARY

- Business Analyst with hands-on experience in the BFSI domain, delivering digital solutions through vendor collaborations.
- Proven track record of driving impactful banking and financial projects like Office Genie, Nirakshan Field Tracker, and Loan Processing Platform.
- Skilled in requirement elicitation, stakeholder communication, documentation (BRD, FRD), and solution scoping.
- Strong ability to align business objectives with technology by acting as the bridge between teams and vendors.
- Experienced in both Agile and Waterfall methodologies, with active participation in Scrum ceremonies and project delivery cycles.
- Adept at interpreting business processes, performing gap analysis, and supporting strategic decision-making.

WORK EXPERIENCE

Role - Business Analyst

Tata Capital Ltd.

(July 2023- Dec 2024)

Roles & Responsibilities

- Collaborated with internal stakeholders to gather business needs and translated them into clear and structured documentation (BRD, FRD, solution scope documents).
- Worked as a liaison between cross-functional teams and external vendors for the successful execution of key platforms like Office Genie, Nirakshan Field Tracker, and Loan Processing Platform (LPP).
- Led requirement elicitation through interviews, process walkthroughs, and workshops with business units, ensuring alignment of system capabilities with user needs.
- Designed user journeys and process flows using tools like MS Visio and Axure, highlighting gaps and optimizing workflows across branches and field teams.
- Validated and prioritized business requirements through stakeholder discussions, ensuring proposed solutions delivered real business value.
- Assisted in vendor coordination for design review, development updates, and post-deployment support, ensuring business-side representation throughout the SDLC.
- Worked across both Agile and Waterfall project environments, participating in sprint planning, backlog grooming, and review meetings to ensure smooth delivery cycles.
- Supported UAT and go-live activities by clarifying functional behavior, validating test cases, and handling user feedback.
- Acted as SME for digitization initiatives and platform transitions, especially in areas related to document management, sales tracking, and self-service modules.
- Mapped data and business insights to help in strategic decision-making for internal process enhancements and improved partner experience.

PROJECT

Geo – Tagging (Nirakshan)Application Development

Implemented a geotag-based branch monitoring tool to track branch logins, CRE projections, sales officers' field activities, and overall branch operations.

Enabled real-time performance tracking and operational transparency.

Process Improvement for Office Gennie

Designed a centralized portal to manage marketing collaterals, goodies, and stationery for home loan and lab services.

Access was role-based for general sales, institutional sales, and region-specific teams.

Upgradation of Sales Portal (LPP)

Upgraded from Jocata to a self-service portal allowing customers, DSAs, and connectors to log in, upload documents, and track loan

Improved efficiency, reduced dependency on sales officers, and enhanced user experience.

TECHNICAL SKILLS

Tools- MS-Word, MS-Excel, MS-PowerPoint, JIRA,
Tableau, Power BI

Methodologies- Scrum, Agile, Waterfall, UML

CERTIFICATES

**IIBA Trained -Business Analysis Certified
Professional (06/2025)**
Coepd Academy

Agile Business Analysis (07/2025)
Coepd Academy

PERSONAL DETAILS

✉ Mansigunjar99@gmail.com

☎ 7869210703

DOB: 09 June 1999 | Languages: English and Hindi