Akanksha

Contact Details-

Contact Number- +917082003554

Email Address – akankshajha001@gmail.com

LinkedIn Profile- www.linkedin.com/in/akanksha-jha-b6508b1a8

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 7years, 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 AccountOpening, taking Deposits, lending Loans, providing Locker facility, Customer Relationship Management, handling of all Customer Complaints, branch compliance, assistance in branch audits and taking cost effective decisions for the branch and driving business from the team members.

CORE COMPETENCY

- Business Analyst Planning & Monitoring
- Elicitation & Collaboration
- Requirement Lifecycle Management
- Strategy Analysis
- Requirements Gathering
- Requirement Analysis & Design Definition
- Solution Evaluation
- Agile & Waterfall Methodologies

TECHNICAL SKILLS

- Design Tools- MS Visio
- Prototyping- Balsamiq & Axure

- Language- UML
- SDLC Models- Waterfall & Agile Scrum Model
- Analytical Tools- Power BI, Tableau, Excel, SQL
- Documentation- MS Office Suite

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

The Project focused on automating and streamlining the end to end loan processing lifecycle, 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 **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 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 Testing Team by preparing **Test Case Scenarios** and ensured that **UAT** was successful.

Project 2: iCRM (Agile Methodology)

Project description:

The objective of the iCRM application was to create a centralized, intuitive platform that empowers employees to access all relevant client information and interactions. This platform will consolidate documents, meeting notes (MOM), and product history availed by clients, providing employees with comprehensive insights into each client's journey and current engagements.

Duration: 1.5 years

Responsibilities

- 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.
- Signature addition and KYC documentation.

Education
- PGDB, Manipal University, (2017)

Certificates
- Certified Business Analyst, IIBA [EEP]

Languages
- English
- Hindi