**Career objective:** Business Analyst with 3+ years of experience in process documentation, stakeholder engagement, and compliance workflows. Adept in business requirements gathering, UAT support, and tools like SQL, Excel, and Power BI. Eager to contribute to global logistics and trade compliance by ensuring alignment with customs regulations and enhancing supply chain processes. Experienced in collaborating with cross-functional and regulatory teams to ensure compliance with evolving customs and trade guidelines. Skilled in documenting detailed specifications, facilitating UAT, and mitigating operational risks in compliance-heavy domains

**Profile summary:**

* Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling **Change Request**.
* Proficient in handling administrative project tasks such as tracking timelines, managing meeting schedules, and recording minutes of meetings.
* Expert in **Agile Scrum** methodologies with experience in creating **user stories** and with **Acceptance Criteria,** **BV & CP,** and managing **Sprint** & **Product Backlogs** conducted various **Sprint Meetings**, **Sprint** & **Burndown charts** ensured **DOR** and **DOD** checklist.
* Analyzed cross-border **trade processes to identify bottlenecks and optimize document workflows,** resulting in improved compliance and turnaround time
* Ensured alignment of **operational processes with international regulations** by preparing documentation and supporting audits to maintain high compliance standards.
* Created **Excel dashboards and reports to visualize** operational trends and highlight deviations, supporting management decision-making.

**Work exp.**

**Company Name:** **HDFC Bank**  **|Duration: Sep 2023 to Aug 2024**

**Designation:** **Manager Role:** **Business Analyst**

**Project Name: Digitization of Home Loan Pre-Approval via Mobile App (Agile Project)**

**Tools:** JIRA, Excel, Power BI, SQL

**Responsibilities:**

* **Interacted with stakeholders** to gather and document business requirements using various **elicitation techniques (interviews, workshops, observations).**
* Created user stories with detailed acceptance criteria in collaboration with the Product Owner and managed them within **JIRA’s product backlog**.
* Prioritized and validated requirements using **Moscow and FURPS** techniques, and **added refined stories to the sprint backlog** accordingly.
* Collaborated with the **Product Owner and Scrum Master** to estimate Business Value **(BV)** and Complexity Points **(CP)**, and contributed to defining the Definition of Ready **(DOR)** and Definition of Done **(DOD)** checklists.
* Generated **sprint and product burn-down/up charts** to monitor and communicate project progress and velocity.
* Utilized **Power BI** to analyze customer behavior and app usage trends, supporting feature prioritization and future enhancement planning.
* **Coordinated with customer support and product teams** to gather feedback from early adopters, helping translate qualitative insights into actionable feature improvements.
* **Evaluated existing process controls**, identified operational inefficiencies and compliance risks, and proposed actionable improvements to strengthen governance.
* **Worked closely with compliance and legal teams** to ensure regulatory adherence across financial processes, which aligns with customs compliance workflows

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**Core competences -**

* Elicitation techniques
* Requirement Analysis and Planning
* Documentation techniques
* Requirement modelling
* Interpersonal and Communication skill
* Solution Evaluation
* Analytical Skills
* Problem Solving

**Technical skills -**

* Documentation Tools: MS Suite.
* Prototyping & Wire frames Tools: Axure , Star UML, Figma & Balsamiq
* Modeling Tools: MS Visio, Axure, Draw.io.
* Database: SQL
* Project Management tool:- JIRA
* Reporting Tools: Power BI, & Tableau.

**Domain knowledge -**

BFSI, Core Banking, Compliance, Mortgage, CRM, Banking Product, Trade Compliance,

**Education -**

MBA (Fin), B.com (Fin)

**Certificates -**

Certified IT – Business Analyst IIBA [EEP]

Fundamental of Credit Analysis

**Company:** **4B Broker Network Ltd**  **|Duration: May 2022 to Jul 2023**

**Designation: Senior Associate Role: Business Analyst**

**Project Name: Automation of Home Loan from Login to Disbursement Workflow (Agile Project)**

**Tools:** JIRA, MS Visio, Balsamiq, Axure, SQL

**Responsibilities:**

* Identified edge cases **during backlog grooming and worked with QA** teams to define comprehensive test scenarios, including exception and corner cases.
* Created detailed **BRD, FRD and PRD** in collaboration with business, operations, and product teams to support development and QA processes.
* **Coordinated across cross-functional teams** (engineering, operations, legal and compliance) to validate feature feasibility and maintain regulatory adherence.
* Supported **UAT execution by reviewing test cases** and ensuring they adhered to business logic related to eligibility, documentation, and disbursement workflows.
* Defined and **validated workflows** for critical stages such as Login, Sanction, Legal & Technical Scrutiny, and Disbursement to ensure real-world applicability.
* **Collaborated with the Product Owner and Agile team** to translate end-to-end loan processing requirements into epics, user stories, and acceptance criteria, ensuring alignment with business objectives.
* **Assisted in process documentation and compliance audits** for loan disbursement, showcasing attention to detail required for customs documentation.

**Company: Brick Eagle Affordable Finance |Duration: May 2021 to May 2022**

**Designation: Consultant Role: Junior Analyst**

**Project name: eVerify360 – KYC Verification Automation for Loan Processing**

**Workflow (Waterfall Project)**

**Tools:** MS Excel, MS Visio, SQL, Word

**Responsibilities:**

* Collaborated with stakeholders to gather and document requirements for KYC automation by conducting interviews with product, compliance, and loan processing teams.
* Delivered **project documentation, status reports**, and progress updates to senior stakeholders throughout the SDLC.
* **Gathered and documented business requirements** by conducting stakeholder interviews with product owners, loan processing teams, and compliance officers.
* **Designed low- and high-fidelity wireframes using Balsamiq and Axure** to support early validation of user journeys and UI layouts.
* **Tracked timelines and deliverables** using Excel trackers; supported the Project Manager in follow-ups and milestone closure.
* Developed **reports and dashboards** summarizing KPIs, performance trends, and recommendations, delivering actionable insights to senior stakeholders.
* Streamlined the loan onboarding process, leading to a 30% reduction in turnaround time (TAT) by identifying high-drop-off points and recommending process optimizations.

**Company: Bajaj Housing Finance Limited** **|Duration: Aug 2019 to Dec 2020**

**Designation: Assistant Manager Role: Operations**

**Responsibilities:**

* Used **core banking and loan origination systems (LOS)** to input, track, and manage customer applications efficiently.
* Coordinated with **sales, legal, technical, and credit teams** to streamline loan file movement and reduce turnaround time (TAT).
* Conducted **document verification and credit appraisal**, validating income proofs, property documents, and CIBIL reports to assess loan eligibility.
* Handled **end-to-end home loan processing**, from application intake to disbursement, ensuring adherence to internal policies and RBI guidelines.