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| Shibanee Kurkure  Business analyst  Contact Details  🕻 Phone  +91 8329938120  Email[: shibaneep@gmail.com](mailto::%20shibaneep@gmail.com)  LinkedIn  [linkedin.com/in/shibaneep29](https://www.linkedin.com/in/shibaneep29)  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 & Azure * Utility: MS Office Suite * Languages: UML * SDLC models: Waterfall & Agile scrum * Agile tools: Jira * Database: SQL * Documentation tools: MS Office Suite   Certification/Achievements   * Certified Business Analyst, IIBA [EEP] * Accounts and Audit, NIBM * Received appreciation Certificate from Mumbai Port Trust for outstanding grades in BMS. * Also received Certificate of Merit from Vartak College for Second Year and Third Year.   Education   * Masters in management studies (MMS), University of Mumbai, 69.28%, (2005-2007) * Bachelors in Management (BMS), University of Mumbai, 70.33%, (2002-2004) | Career Objective A dedicated and hard-working banker and 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 14 years, of which, a Business Analyst for **4 years.** Profile Summary  * Business Analyst for audit management system. 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. * Branch Banking- Handling branch operations, resolving issues of customers, providing assistance to customers for banking products. * Corporate and Audit- Handling the concurrent audit desk, empanelment of auditors in branches and other verticals, resolving problems, coordination between auditors and branches, and resolving technical issues. * Teaching experience: Guest lectures for Vivekanand Education Society’s college of Arts, Science and Commerce, Chembur, Mumbai   + Second year banking and Insurance (SYBBI) – Fundamentals of Banking.   + First year Open electives - Fundamentals of Banking for Science and Arts students.   + Used innovative pedagogy for teaching like case studies, poster competitions, quizzes etc. to conduct sessions in an interactive manner   + Conducted classes, Internal and External examination based on NEP 2020  Work Experience**IDBI Bank Corporate Office Audit Department and Branch Banking**  December 2009 – August 2024  Designation- Manager  **Project Name: Audit Management System (Agile Project)-I**  **Tools: Jira, Balsamiq, MS office, MS PowerPoint** |

Project Description:

Implemented an advanced audit system to streamline audit processes and enhance operational efficiency across the organization, designed and implemented a secure application with role-based logins for employees, enabled report generation and dashboards for audit understanding, streamlined processes and query resolution.

Role: Business Analyst

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.
* 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 product planning and UAT to successfully deliver each sprint component.
* Preparing the Concurrent Audit Plan
* Preparing BRS for new additions in audit system.
* Shortlisting Auditors according to the profile.
* Assignment of Auditors in the branches

**Project Name: Customer onboarding (Waterfall Project)-II**

**Tools: Jira, Balsamiq, MS office, MS PowerPoint**

Project Description:

Developed and implemented an upgraded application to streamline customer onboarding processes. Enabled efficient same-day account opening, KYC completion, and locker system onboarding, enhancing user experience and operational speed.

Role: Business Analyst

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).
* Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and Axure.
* Assisted in Testing Team by preparing Test Case Scenarios and ensured the UAT was successful.
* Created and maintained RTM throughout the project.
* Managing the branch operations.
* Customer enquiry and query solutions.
* Cash handling and disbursement.
* Monitoring daily branch operations.
* Carrying out government business.
* Tax payments and challan generation for clients.
* Complaint resolution both internal and ombudsman.

## **Shriram Transport Finance Company**

July 2007 –November 2009

Designation- Manager

**Project Name: Loan application for commercial vehicles (Waterfall Project)-III**

**Tools: Jira, Balsamiq, MS office, MS PowerPoint**

**Project Description:**

Assisted in the development of an application which would allow commercial vehicle users to apply for loans through mobiles and laptops. The platform offers features like uploading KYC documents, checking the status of the applied loan, which branch is handling the process, and scheduling one time visit to the branch.

Role: Business Analyst

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).
* Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and Axure.
* Assisted in Testing Team by preparing Test Case Scenarios and ensured the UAT was successful.
* Created and maintained RTM throughout the project.
* Ensuring compliance of terms conditions in relation to the Term loans taken from bank
* Assisting in completing the formalities of Debenture, Commercial Papers, etc
* Timely submission of stock statements, auditor certificates