

Komal Pardeshi



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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 Account Opening, taking Deposits, lending Loans, providing Locker facility, Customer Relationship Management and handling of all Customer Complaints.
- Extensive experience in mapping business requirements, designing customized solutions with strong analytical skills, and the ability to analyze business practices and define optimal procedures.

SKILLS

- Agile methodologies (Scrum, Kanban)
- Business Process Improvement
- SQL
- Requirements Gathering
- User Acceptance Testing
- Project Management
- Stakeholder Management
- Capital Markets Asset Classes
- Trade Life Cycle
- SDLC Process
- Alsatian JIRA, Confluence
- Whimsical (wireframing), Draw.io, Visio
- Documentation
- Project Planning
- BRD, FRD

Designation: Strategy Analyst

Role: Business Analyst

Project 1: Fraud and Loss Database

Duration: 1.5 years

- Created User Stories in the Product Backlog using JIRA. Conducted Sprint Planning Meeting to define the work for the upcoming sprint and get story points & Acceptance Criteria to ensure the Definition of Ready.
- Conducted **Daily Scrum** meetings to know the progress of work on a day-to-day basis.
- Updated **Stakeholders** about the progress of the work through **sprint** and **product burndown chart**.
- Assisted in **development** and **testing** & ensured the **Definition Of Done**.
- Conducted **sprint review** and **retrospective meetings** at the end of each **sprint** to know if everything is going well and if there are any obstacles faced in the sprint.
- Initiated **change requests**, after the project is Live, by conducting a **feasibility study** & thereby collaborating with the API team through various escalation portals.
- Profound understanding of customers' needs and providing the required banking services.

Project 2: Acquirer Credit and Debit

Duration: 2 Years

Project Summary:

- Actively conducted SWOT analysis which focuses on enhancing and streamlining the processing of credit and debit card transactions for acquiring banks, payment processors, and merchants.
- Used **Gap Analysis** to upgrade the **TRIC** application from the current state to the desired future state.
- **Gathered requirements** using **elicitation techniques** like **Documentation and Interviews**. Involved in the **Prototyping** of screens for CMS services to make the software highly user-friendly while lodging complaints.
- 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**
- Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the **UAT** is successful.
- **Authorized** all cash transactions, passed cheques, issued Demand Drafts and banker's Cheques & **approved** new current and savings accounts after thoroughly verifying KYC and bank norms.
- Resolved customer complaints using **Root-Cause Analysis** to find a permanent solution to the problem. Improved customer relationship with the bank by **lending gold & Pension loans** based on the customer's eligibility and needs.

Professional Summary:

- Worked as content developer with a focus on Service Provider Solutions documentation development and management for MI Issuing.
- Worked on **XML**. The guide describes the API for MI Issuing. Responsible for creating, updating, and publishing end users.
- Documentation for various Rockwell products – such as **Release Notes, Administration Guide, Security Guide, Development Guide, Online Help, Configuration Guide, and Installation and Service Manual**. Restructured and rewrote existing content to reflect substantial changes aesthetics and functions of the software.
- Updated documentation to DITA-based XML system with content authored in XMetal maintained in SDL Publication Manager.
- Provided the output in PDF and HTML format. Updated the Confluence wiki on the task status. Knowledge of Markdown and ALM.

- Documentation of training materials, user guides, and maintenance manuals.

EDUCATION

Pune Institute of Aviation Technology, Pune, Maharashtra, 07/2018
AME in Aeronautical Engineering

Vidarbha Youth Welfare Society's Polytechnic Badnera, Amrawati, MH,
03/2014
Diploma in Information Technology
