

BHAKTI KAVITKAR

Deputy Manager II

CONTACT

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Profile Summary

Proficient in Waterfall Model: 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.

Core Competences

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

Technical Skills

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

Education

- Master of Business Administration
Indira College of Management

Work Experience

ICICI Bank Ltd.

2023 - Present

Account Manager

Project Name - iView

The objective of this project is to design and implement a secure, user-friendly software application that enables employees to efficiently view and manage customer financial details. This application aims to streamline access to critical customer financial information, allowing employees to provide more informed and timely support to customers.

- 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.
- Current Account opening offering credit services.

Certificates

- Certified IT – Business Analyst IIBA

Awards/achivements

- Best Account Manager Awarded for Number of Accounts opened at Zonal Level-2024

Soft Skills

- Communication Skills
- Analytical Thinking
- Collaboration and Team Work
- Attention to Details
- Time Management

Language

- English
- Hindi
- Marathi

ICICI Bank Ltd.

2021 - 2022

Account Manager

Project Name - iCRM

The objective of the iCRM application is 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.

- 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).
- 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, Balsamic, and Axure.
- Created and maintained RTM throughout the project.
- Assisted in Testing Team by preparing Test Case Scenarios and ensured the UAT was successful.
- Signature addition and KYC documentation.

SME Responsibilities for Agile project

- Provide deep domain knowledge and expertise related to the project's subject matter.
- Assist in clarifying requirements and ensuring a shared understanding of the domain among team members.
- Collaborate with the product owner and business analysts to analyze and refine user stories or requirements.
- Validate that user stories accurately reflect business needs and are feasible from a technical and domain perspective.
- Participate in grooming sessions to refine user stories and acceptance criteria.
- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, manageable tasks.
- Work closely with the product owner and the team to define clear and testable acceptance criteria for user stories.
- Ensure that acceptance criteria align with business goals and are achievable.
- Share domain knowledge with team members to enhance their understanding of the project's context.
- Work closely with developers to answer questions, resolve issues, and provide guidance during the implementation of user stories.
- Assist in the development of test cases and scenarios based on domain knowledge.