**Name**:-Nirvikar Naik

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**Core Competencies**

* 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.

**Domain knowledge**

ICRM, CRM, Integra

**Education**

PGDM, IMDR Pune 64.55% (2012-2014)

**Certificates**

Certified IT – Business Analyst IIBA [EEP]

Certified NISM Module VA

Certified NISM Module XXI A

**Awards/achievements**

Silver Star in Hdfc Bank

Scroll of Honor in Hdfc Bank

**Soft skills**

Cohesive Team worker

Self-motivated person

Active Listener

**Language**

English, Hindi, Marathi

**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 10.5 years, of which, a Business Analyst for **6 years.**

**Profile Summary**

* In depth knowledge of SDLC in various phases (i.e Waterfall & agile)
* Proficient in **Waterfall** model: **Requirements Gathering** through various **Elicitation techniques** like **Brainstorming**, **JAD**, **Focus Groups**, **Interviews**, **Documentation**, **Prototyping**.
* 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.
* Hands-on experience in process modelling using **BPMN** and **UML diagrams** to create visual representations for functional and technical teams.
* Skilled in creating **Requirement Traceability Matrices (RTM)** to ensure full coverage from requirements to test cases and successful implementation
* Experienced in HNI Relationship Management - like Investments, Banking, Lending, Risk Profiling thereby increasing overall relationship of the clients with the bank.
* Handling a portfolio of 800+ Cr of the HNI clients and giving them right advice on the investments and banking

**Work Experience**

**ICICI Bank Ltd (DECEMBER 2018 – PRESENT)**

**Designation**: Chief Manager (Private Banking)

**Role**: Subject Matter Expert (SME)

## Project 1: Functionality Update in ICRM System

## Duration: 2 Years

## Project Summary

* 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.
* Participate in **grooming sessions** to refine **user stories** and **acceptance criteria**.
* Assisted in the development of **test cases** and **scenarios** based on domain knowledge
* Provide feedback during **sprint reviews** and **retrospectives** to help the team improve its processes.
* Identify potential risks or challenges related to the domain and work with the team to develop **mitigation strategies**.
* n – ba (2 points) exp.

Company

Designation: manger

Project name: | waterfall|

Project description:-\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*.

Role:-Business analyst

Responsibilities:-

* Waterfall
* waterfall
* waterfall
* waterfall
* Non – BA (2 points) exp.

Company name :- |Duration|

Designation:- manger

Responsibilities:-

3points

* Waterfall
* Waterfall
* Waterfall
* Waterfall .
* Non – ba exp.

## Project 2: Integrating Insurance Data into Portfolio Statements in Integra System

## Role: Business Analyst

## Duration: 2 years

**Project Summary:**

* Created **User Stories** in **Product Backlog** using **JIRA**. Conducted **Sprint Planning Meeting** to define the work for the upcoming **sprint** and get **story points** & **Acceptance Criteria** to ensure **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 charts**
* Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist
* 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 project is Live, by conducting **feasibility study** & thereby collaborating with ICICI IT team through various escalation portals.
* Participated in product planning and **UAT** to successfully deliver each sprint component
* **Authorized** onboarding of Private Banking clients after checking their eligibility and Investible surplus & **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 Working Capital Limits** & **Term loans** basing on the customers’ eligibility, needs & bank norms

**HDFC Bank Ltd (June 2014-December 2018)**

**Project 3: Functionality update in CRM system to trigger Enablers for Relationship Managers**

**Designation:** Manager

**Role:** Business Analyst

**Duration:** 2 Years

**Project Summary:**

* 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, Balsamiq, and Axure.**
* Created and maintained **RTM** throughout the project.
* Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
* Led **retail banking operations**, ensuring compliance with regulatory norms.
* Analysed banking trends to identify **revenue-generating** opportunities.
* Managed customer queries and provided resolutions to improve **satisfaction and retention**.