**Shailesh Kumar. V**

**Business Analyst**

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**Career Objective:**

Ambitious and adaptable Business Analyst with 8.2 years of diverse professional experience, including 4.2 years of concentrated business analysis expertise. Seeking to pivot into a new industry by utilizing a robust skill set in data analysis, process optimization, and strategic planning. Dedicated to fostering innovation and driving sustainable growth in dynamic environments.

**Professional Summary:**

* Experienced Business Analyst managing two core banking applications, adept at working within various SDLC models to deliver impactful results.
* Proven expertise in the Waterfall methodology, excelling at Requirements Gathering through Brainstorming, JAD sessions, Focus Groups, Interviews, Documentation, and Prototyping techniques.
* Skilled in converting Business Requirements Documents (BRD) into Functional Requirements Documents (FRD) and monitoring requirements with RTM. Competent in User Acceptance Testing (UAT) and managing change requests effectively.
* Proficient in Agile Scrum practices, including the creation and management of user stories, sprint, and product backlogs, conducting sprint meetings, and monitoring progress with burndown charts. Ensures adherence to DOR and DOD for seamless delivery.
* Broad experience in Sales, Marketing, and Branch Operations, covering end-to-end processes such as Account Opening, Deposit Management, Loans, Locker Facility Oversight, CRM, and efficient resolution of customer grievances.
* Contributing significantly to the identification and resolution of transactional anomalies, account irregularities, and fraud detection.

**Professional Experience**

**ICICI Bank Ltd.** (March 2021– PRESENT)

**Designation**: Deputy Manager Grade II (Operations)

**Role**: Business Analyst

**Axis Bank Ltd** (NOV2016 – Mar 2020)

**Designation**: Assistant Manager

**Role**: KYC Analyst

**Education**

* Avanthi PG College [June 2016]

**MBA (Finance)**

**Technical Skills:**

* **Operating System:** Windows 7 & 10
* **Design tools:** MS Visio
* **Prototyping:** Balsamiq & Axure
* **Utility:** MS Office Suite, Finacle
* **Languages:** UML
* **SDLC models:** Waterfall & Agile scrum
* **Agile tools:** Jira
* **Database:** SQL
* **Documentation tools:** MS Office Suite

**Projects:**

**ICICI Bank Ltd. (March 2021 - Till date)**

**Project-1:** Digital Onboarding - Video KYC Integration for Account Creation

**Project Duration:** 2.7 years

**Project Summary:**

* Created User Stories in Product Backlog using JIRA; conducted Sprint Planning Meetings to define work for the upcoming sprint, ensuring story points and acceptance criteria met the Definition of Ready.
* Facilitated Daily Scrum meetings to monitor day-to-day progress and address potential blockers.
* Updated stakeholders on project progress using sprint and product burndown charts.
* Assisted in development and testing, ensuring deliverables met the Definition of Done.
* Led sprint reviews and retrospective meetings to evaluate successes and identify areas of improvement after each sprint.
* Initiated and managed change requests post-project go-live by conducting feasibility studies and collaborating with the ICICI IT team through escalation portals.
* Demonstrated a strong understanding of customer needs and provided tailored banking services.
* Recommended suitable banking products to protect customer interests and promote financial well-being.

**Project-2:** Migration of Complaint Management System to I Mobile application

**Duration:** 1.5 year

**Project Summary:**

* Actively conducted **SWOT analysis** for CMS to know the bank’s strengths, the opportunities in the market, where the bank is lagging & to stay ahead of recent market trends.
* Used **Gap Analysis** to upgrade **application** from current state to the desired future state**.**
* **Gathered requirements** using **elicitation techniques** like **Documentation & Interviews**. Involved in **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, Bankers 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** basing on the customers’ eligibility, needs & bank norms.

**Axis Bank Ltd. (NOV2016 – Mar 2020)**

**Project Summary:**

* + Assist in fraud investigations by reviewing accounts and transactions, detecting fraud trends, summarizing key findings, and recommend anti-fraud processes and system enhancements based on trends and patterns Authored articles on how to prepare for a certain examination within a short span of time.
  + Verifying Documents of Customer for better profit and customer experience and Enhanced Due diligence was performed on entities
  + Review and reporting of suspicious activities

**Certifications:**

* Certified Business Analyst, IIBA
* NISM Depository Operations, Version VI
* NISM AMFI, Mutual Fund Certification
* KYC (Know Your Customer) & AML (Anti-Money Laundering) Certification
* IRDA SP (Insurance Regulatory and Development Authority, Specific) Insurance Certification

I hereby affirm that the information furnished by me is correct to the best of my knowledge.

Date: Place:

**V. Shailesh Kumar**