

# CHETAN KAPRE

## Business Analyst



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### ABOUT ME

Result oriented professional with total experience of 12 years offering over 5 years of experience in Business Analyst/SME also worked in retail and wholesale banking domain investment loans and insurance domain supporting cross functional teams throughout the project.

### EDUCATION

#### MBA Banking & Finance

Manipal University  
2014- 2015

#### BE - COMPUTER SCIENCE

RGPV University Bhopal  
2007 - 2011

### CORE COMPETANCIES

Requirement Analysis

Agile and Waterfall methodology

Testing

User Stories

Secured and unsecured Lending

Banking Products

Enterprise Analysis

### CORE COMPETANCIES

Team Handling

Good communication

Problem solving

Team Player

### PROFESSIONAL EXPERIENCE

2024

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2025

#### SENIOR MANAGER , Business Analyst

IDFC FIRST BANK LTD.

- Spearheaded the full project life cycle of SFDC Mortgage Loan.
- Interfaced with sales and product teams to refine offerings based on market and customer feedback.
- Provided inputs to digital product teams to enhance customer journey and onboarding.
- Gathered and documented process improvement opportunities from regional teams.
- Contributed to SOP creation and knowledge transfers during new feature rollouts.

2021

-

2024

#### Senior Manager , Product Manager

Yes Bank LTD.

- Involved in multiple phases of FinOne Application development.
- Interfaced with sales and product teams to refine offerings based on market and customer feedback.
- Provided inputs to digital product teams to enhance customer journey and onboarding.
- Gathered and documented process improvement opportunities from regional teams.
- Contributed to SOP creation and knowledge transfers during new feature rollouts.

2020

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2021

#### Manager , Business analyst

HDFC Bank LTD.

- Acted as liaison between field teams and technology for capturing digital product feedback.
- Consolidated UAT observations and coordinated with tech team for enhancements.
- Trained branches and DSAs on secured loan workflows and digital capabilities.
- Documented recurring issues and mapped them to system-level fixes.

## TECHNICAL SKILLS

SQL

POWER BI

TABLUE

MS VISIO

JIRA

AXURE

BALASMIQ

MS EXCEL

FINACLE

SFDC

FINACLE

## LANGUAGE

- English
- Hindi
- Marathi

2019

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2020

### Manager ,

YES Bank LTD.

- Facilitated onboarding of IFAs and tracked their product usage behaviour.
- Provided data-backed feedback to product managers to influence roadmap priorities.
- Led training sessions across partner channels and branches to increase product understanding.
- Collected and synthesized market feedback into business improvement proposals.

2013

-

2019

### Relationship Manager

ICICI Bank LTD.

- Successfully managed complex loan servicing and disbursement processes, ensuring legal compliance and meticulous
- Documentation Managed client portfolio of 800+ overdraft accounts ensuring high satisfaction and retention.
- Liaised with internal tech and ops teams to resolve product issues and escalate pain points.
- Participated in system audits, ensured compliance, and submitted feedback for product improvement.
- Supported change management during feature rollouts on customer portals and servicing tools.