

Name

Pradny Anil Doiphode

CONTACT DETAILS



Phone

+91-9657461239



Email

pradnyadoiphode4245@Gmail.com



LinkedIn

Pradnya Doiphode

CORE COMPETENCY

- Business Analyst Planning & monitoring
- Elicitation & Collaboration
- Requirement Life Cycle Management
- Strategy Analysis
- Requirements Gathering
- Requirements Analysis & Design Definition
- Solution Evaluation

TECHNICAL SKILLS

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

SOFT SKILLS

- Cohesive team worker
- Self-motivated person
- Active listener
- Have good Presentation skills

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 4 years, of which, a Business Analyst for **1.5 years**.

PROFILE 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**, 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. Managed a diverse customer portfolio, ensuring strong client relationships and delivering tailored financial solution

WORK EXPERIENCE

ICICI Bank LTD

(MARCH 2023 – PRESENT)

Designation: Deputy Manager Grade 2

Role: Business Analyst

Project 1: Digitization of account opening through Video KYC

Duration: 1.5 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 daytoday basis.
- Updated **Stakeholders** about the progress of the work through **sprint** and **product burndown charts**.
- Assisted in **development** and **testing** & ensured **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.

CERTIFICATION

 Certified Business Analyst, IIBA [EEP]

 PGDB Certification (Post graduate diploma in banking and Finance)

ACHIEVEMENTS

 Successfully managed and serviced a client portfolio of high net worth individuals during my tenure as relationship manager.

 Awarded for Extraordinary contribution in home loan processing and sales at ICICI Bank, recognizing excellence in client service and business growth

ADDITIONAL ACTIVITIES

- Actively participating in tree plantation and environmental sustainability initiatives.
- Enjoy reading, cooking, gardening and travelling.

EDUCATION

- **Manipal university, Bangalore PGDB** (post graduate diploma in banking (2022-2023))
- **Sou Suvarnalata Gandhi Mahavidhyalaya** Bachelor of Arts: Percentage- 76% (June 2019–August 2021)
- **Baghwant Institute of Technology** Diploma in Mechanical Engineering:-80% (Aug 2016–Sep 2018)

- Initiated **change requests**, after project is Live, by conducting **feasibility study** & thereby collaborating with SBI IT team through various escalation portals.

- Profound understanding of customers' needs and providing the required banking services.

- Suggested the right banking products suitable to the customers thereby protecting the interests of the customers.

Project 2: Migration of Complaint Management System to iMobile application

Duration: 1 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 **iMobile 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.