

Name:-
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CONTACT DETAILS

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CORE COMPETENCY

- 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

- Low-Code Platforms: OutSystems
- Development Tools: OutSystems Service Studio, Integration Studio, Lifetime
- 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: -

- Finance: Customer onboarding, account management, digital banking workflows.
- Customer Relationship Management (CRM): Lead management, contact tracking.

CAREER OBJECTIVE

Detail-oriented Business Analyst and Software Engineer with 3+ years of experience in gathering requirements, creating BRDs/FRDs, and implementing low-code platforms like OutSystems across BFSI and insurance domains. Adept at stakeholder management, process optimization, and project documentation. Skilled in working across Agile/Scrum environments with a proven record of improving operations and delivering client value.

PROFILE SUMMARY

- As a Business Analyst, Around 4 Years of hands-on experience working with diverse scrum teams and contributed to the field of HRMS, BFSI and E-Commerce domain projects.
- Experienced with analyzing internal workflow process to identify areas of enhancement, developing and implementing business development plans, and assessing business requirements.
- Proficient in Waterfall model: Requirements Gathering through various Elicitation techniques like Brainstorming, JAD, Focus Groups, Interviews, Documentation, Prototyping. ☑ 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.

WORK EXPERIENCE

Persistent Systems

(Feb 2023 - PRESENT)

Designation: Lead Software Engineer

Project 1: Diebold Nixdorf

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.
- Facilitated Agile ceremonies including daily stand-ups, sprint planning, retrospectives, and backlog grooming in coordination with the Product Owner, QA, and development teams. Used JIRA and Confluence for sprint tracking, user story management, defect logging, and maintaining all project artifacts for improved visibility and audit readiness.
- 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.
- Created real-time dashboards and reports for program managers and senior stakeholders, tracking onboarding funnel metrics, drop-off rates, and SLA adherence.
- Supported post-deployment activities including production issue triage, enhancement backlog creation, and user training for new onboarding modules.

CERTIFICATION:-

- OutSystems Associate Reactive Developer
- OutSystems Mobile Developer Specialization
- Certified Business Analyst, IIBA [EEP]

EDUCATION

- Bachelor of Engineering (IT) – Pillai HOC College of Engineering - CGPA: 6.6 (2015 - 2018)

Projects Highlight

- ATM Services Optimization (Client: Global TIS) - Created BRD and coordinated stakeholder sign-off for end-to-end ATM lifecycle tracking system.
- Customer Onboarding System (Client: Bank of Cyprus) - Led documentation and use case design for new account opening and digital KYC compliance.

Project 2: Bank Of Cyprus

Duration: 1 year

Project Summary:

- Documented and maintained Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and Requirement Traceability Matrix (RTM) aligned with RBI regulations and internal compliance standards.
- Created and refined user stories using INVEST principles with well-defined acceptance criteria, ensuring all onboarding scenarios were accurately captured and prioritized in the backlog.
- Led requirement gathering sessions with banking stakeholders, and end-users to understand current onboarding workflows and identify pain points across KYC, AML, and account setup processes.
- Collaborated with UI/UX teams to design intuitive customer onboarding interfaces; developed wireframes and prototypes using Axure and Balsamiq to visualize workflows such as eKYC, document upload, and account verification.
- Participated in sprint demos and release presentations, showcasing onboarding features such as KYC, digital signature integration, and automated approval routing.
- Performed UAT and test case walkthroughs, ensuring that all functional and non-functional requirements especially those related to performance, security, and customer data validation were met.
- Conducted gap analysis and impact assessments for new regulatory changes ensuring timely system adaptations and minimal business disruption

Netlink Software

(OCT 2021 - Feb 2023)

Designation: Associate Software Engineer

Project 1: FCB Europe

Duration: 1.5 years

Project Summary:

- Eliciting, analyzing, and documenting functional and non-functional requirements using various techniques.
- Creating detailed business requirements documents (BRDs) and functional specifications.
- Collaborating with technical teams to design and develop solutions that align with business objectives.
- Worked closely with design and development teams during the design and build phases, ensuring accurate translation of business requirements into technical specifications.
- Participated in System Integration Testing (SIT) and led User Acceptance Testing (UAT) by preparing test scenarios, coordinating business users, and validating functional accuracy.
- Created and maintained all required documentation for **audit readiness**, version control, and business reference using tools like MS Word, Excel, and Visio. Coordinated with deployment and operations teams for go-live readiness, user training sessions, and post-implementation support.