



DEEPIKA SHEKHAWAT

BUSINESS ANALYST

CONTACT

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- Bengaluru

CORE COMPETENCIES

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration
- Stakeholder Management
- Requirement Life cycle Management
- Requirement Analysis and Design Definition
- Strategy Analysis Solution Evaluation
- Stakeholder management
- Project management

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, Tableue
- Presentation: PowerBI
- Documentation tools: MS Office Suite

CAREER OBJECTIVE

With 7 years of professional experience, including **3 years as a Business Analyst**, I aim to drive strategic initiatives, streamline processes, and deliver innovative, technology-focused solutions. My goal is to contribute to organizational success by aligning business objectives with impactful and efficient outcomes.

PROFILE SUMMARY

- In-depth knowledge of **SDLC** in various phases (i.e., waterfall & agile)
- Proficient in the Waterfall Model: Gathered requirements using elicitation techniques.
- Prepared **BRD, FRD, and SRS**; prepared **RACI** Matrix and **BCD**.
- Created **UML** diagrams and **prototypes** and tracked requirements through **RTM**.
- Well-versed in **UAT** and handling **change requests**.
- Expert in **Agile Scrum**: Created **user stories** and added **acceptance criteria, BV & CP, Sprint & Product Backlogs** conducted various sprint meetings; and ensured **DOR** and **DOD** checklists with sprint and product **burndown charts**.
- Exceptional liaising skills in **key account management and business development**. High-performing professional with experience in optimizing **business operations, business development**, while managing and understanding competition, consequently achieving and providing high productivity standards.

WORK EXPERIENCE

Trade Analyst **2022- Present**
Wells Fargo, Bengaluru

Project 1: Tradeworks LC Amendment, Discrepancy Handling and Red Flag Enhancement: Agile | Role: Business Analyst

In this Project we have **Collaborated** with **cross-functional** teams to enhance LC amendment discrepancy resolution and Red Flag workflows in Tradeworks. Gathered **change requests** via **user stories** and prioritized them in **product backlog**. Enhancements in the **Tradeworks** platform to streamline LC amendment and discrepancy resolution processes by aligning Red Flag form the activity. Worked in **Agile sprints** to implement business rule validations, **automate** exception handling.

Responsibilities :

- Conducted **stakeholder interactions** to **gather requirements** using various **elicitation techniques** to understand business needs.
- Defined and documented **user stories** with clear **acceptance criteria**, prioritized and added them to the **product backlog** in **JIRA** based on **MoSCoW** and **FURPS** techniques.

EDUCATION

Post Graduate Diploma in Banking (PGDB)
2017-2018
Manipal Academy, Bengaluru

Bachelor of Technology (B.Tech) in
Computer Science
2012-2016
BK Birla Institute of Engineering and
Technology, Pilani, Rajasthan

CERTIFICATE

Certified IT – Business Analyst IIBA [EEP]

SOFT SKILLS

- Cohesive team worker
- Self-motivated person
- Active listener

LANGUAGES

- English
- Hindi

- Worked closely with the Product Owner and Scrum Master to ensure **BV** and **CP** alignment, and assisted in creating **DOR** and **DOD** checklists.
- Actively participated in sprint ceremonies to identify and remove roadblocks, ensuring smooth project progression.
- Utilized **Sprint** and **Product Burn down/Burn up charts** to monitor and report project progress, ensuring deadlines and objectives were met.
- Supported product planning and **UAT** processes, ensuring the successful delivery of each sprint component, aligning with the goal of streamlining business data management and enhancing operational efficiency.
- Ensure delivery of high quality customer support.

Senior Trade Service Processor

2020- 2022

Project 2: Tradeworks LC Processing Automation Project: Waterfall |
Role: Business Analyst

In this Project we have done implementation of an automated Letter of Credit module in the **Tradeworks system** (issuance/amendment/staging and payments). Used the **Waterfall SDLC** to gather **requirements**, **design system workflows**, and coordinate testing and go-live activities. Delivered a **SWIFT**-compliant solution that reduced LC processing time by 40% and eliminated manual errors through rule-based validations and workflow automation.

Responsibilities :

- 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.
- Proactively lead a joint partner planning process that develops mutual performance objective, financial targets and critical milestones associated with a productive partner relationships.

Trade Desk Officer ICICI Bank

2018- 2020

- Responsible for managing inward and outward remittances.
- understanding the trade related query of the customer and offer services to fulfill their requirements.
- Involved in Issuance of Letter of Credits.
- Handling the Processing of Issuance, amendments, Payments under Letter of Credit.
- Updating of Bill of entries and Shipping Bills and to monitor compliance index.
- Coordinating and interacting with privileged clients and key accounts of the bank.
- Handling other Trade Desk products (Processing of Trade Products like Forward Booking.
- Involved in relationship management for a Portfolio of customers.
- Handling the Audit for Trade Desk.