

Mansi Gunjar

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Certified Agile Business Analyst | Scrum | IIBA Trained | BFSI | Loans | Marketing

- I am a results-driven Business Analyst with a background in managing end-to-end project cycles in the banking and finance sector.
- I thrive on identifying business needs and translating them into effective, user-centric digital solutions. With experience working alongside vendors and internal stakeholders, I bring a practical, solution-oriented mindset and a passion for process improvement.
- I believe in continuous learning and am committed to adding value through analytical thinking, collaboration, and clear communication.

 PGDM | Institute of Management Development & Research, Pune | Full Time | 2021- 2023 | Specialization – Marketing & Business Analytics

SKILLS

Business Analysis

Product Management

Requirement Elicitation

Gap Analysis

Stakeholder Management

Product Design

Agile Methodology

SDLC

Wireframing

Team Management

Process Automation

BRD

FRD

Use Cases

User Stories

Problem Solving

Market Research

Product Strategy

PROFESSIONAL SUMMARY

- Business Analyst with hands-on experience in the BFSI domain, delivering digital solutions through vendor collaborations.
- Proven track record of driving impactful banking and financial projects like Office Genie, Nirakshan Field Tracker, and Loan Processing Platform.
- Skilled in requirement elicitation, stakeholder communication, documentation (BRD, FRD), and solution scoping.
- Strong ability to align business objectives with technology by acting as the bridge between teams and vendors.
- Experienced in both Agile and Waterfall methodologies, with active participation in Scrum ceremonies and project delivery cycles.
- Adept at interpreting business processes, performing gap analysis, and supporting strategic decision-making.

WORK EXPERIENCE

Role - Business Analyst
Tata Capital Ltd.
(July 2023- Dec 2024)

Roles & Responsibilities

- Collaborated with internal stakeholders to gather business needs and translated them into clear and structured documentation (BRD, FRD, solution scope documents).
- Worked as a liaison between cross-functional teams and external vendors for the successful execution of key platforms like Office Genie, Nirakshan Field Tracker, and Loan Processing Platform (LPP).
- Led requirement elicitation through interviews, process walkthroughs, and workshops with business units, ensuring alignment of system capabilities with user needs.
- Designed user journeys and process flows using tools like MS Visio and Axure, highlighting gaps and optimizing workflows across branches and field teams.
- Validated and prioritized business requirements through stakeholder discussions, ensuring proposed solutions delivered real business value.
- Assisted in vendor coordination for design review, development updates, and post-deployment support, ensuring business-side representation throughout the SDLC.
- Worked across both Agile and Waterfall project environments, participating in sprint planning, backlog grooming, and review meetings to ensure smooth delivery cycles.
- Supported UAT and go-live activities by clarifying functional behavior, validating test cases, and handling user feedback.
- Acted as SME for digitization initiatives and platform transitions, especially in areas related to document management, sales tracking, and self-service modules.
- Mapped data and business insights to help in strategic decision-making for internal process enhancements and improved partner experience.

PROJECT

Geo – Tagging (Nirakshan)Application Development

Implemented a geotag-based branch monitoring tool to track branch logins, CRE projections, sales officers' field activities, and overall branch operations.

Enabled real-time performance tracking and operational transparency.

Process Improvement for Office Gennie

Designed a centralized portal to manage marketing collaterals, goodies, and stationery for home loan and lab services.

Access was role-based for general sales, institutional sales, and region-specific teams.

Upgradation of Sales Portal (LPP)

Upgraded from Jocata to a self-service portal allowing customers, DSAs, and connectors to log in, upload documents, and track loan journey.

Improved efficiency, reduced dependency on sales officers, and enhanced user experience.

TECHNICAL SKILLS

Tools- MS-Word, MS-Excel, MS-PowerPoint,
JIRA, Tableau, Power BI

Methodologies- Scrum, Agile, Waterfall, UML

CERTIFICATES

**IIBA Trained -Business Analysis Certified
Professional (06/2025)**
Coepd Academy

Agile Business Analysis (07/2025)
Coepd Academy

PERSONAL DETAILS

DOB: 09 June 1999 | Languages: English and Hindi