


SUBHAJIT DAS

CONTACT DETAILS

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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 11+ years, of which, a Business Analyst for **5.2 years**.

PROFILE SUMMARY

- **Business Analyst** for **banking** applications. Skilled in **SDLC models**.
- 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, 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.

WORK EXPERIENCE

IndusInd Bank (JUNE 2024 – PRESENT)

Designation: Senior Manager

Role: Business Analyst

- Leading and executing banking projects to improve operational efficiency.
 - Collaborating with cross-functional teams for requirement gathering and business process optimization.
 - Conducting impact analysis and feasibility studies for new banking solutions.
 - Ensuring regulatory compliance in all banking processes and implementations
- Key Projects:**
- Digital Lending Transformation: Spearheaded the implementation of a digital lending platform, reducing loan processing time by 30%.
 - Process Automation: Automated manual workflows in customer onboarding, improving efficiency and reducing errors.

ICICI Bank Ltd (SEPTEMBER 2023 - MAY2024)

Designation: Manager

Role: Business Analyst

- Managed multiple projects focused on digital banking and process automation.
- Engaged in requirements elicitation, stakeholder discussions, and solution design.
- Coordinated with IT teams for system enhancements and UAT execution.
- Provided key insights through data-driven analysis for decision-making.

CERTIFICATION

Certified Business Analyst, IIBA [EEP]

EDUCATION

B.Sc. Computer Science Hons (2009-2012)

ACHIEVEMENTS

In HDFC Bank Rewarded Multiple Times for various milestones

ADDITIONAL ACTIVITIES

- Guitar Playing
- Listening Music
- Travel
- Food Explorer

Key Projects:

- Core Banking System Upgrade: Successfully led the enhancement of the core banking platform, ensuring seamless migration with zero downtime.
- Customer Experience Enhancement: Implemented AI-driven chatbots to improve customer interaction and service resolution time.

HDFC Bank Ltd (NOVEMBER 2019 – SEPTEMBER 2023)

Designation: Manager (JUNE 2022 – SEPTEMBER 2023)

Role: Business Analyst

- Successfully executed multiple banking projects, improving service delivery and efficiency.
- Performed business requirement analysis, process mapping, and functional documentation.
- Liaised with technology teams for system upgrades and automation initiatives.
- Conducted risk assessments and ensured adherence to compliance standards.

Key Projects:

- Digital Account Opening Process (Savings Accounts): Led the creation and deployment of a digital account opening system, significantly reducing turnaround times and enhancing customer satisfaction.
- Incentive and Scorecard Enhancements (using Tableau): Enhanced existing performance-tracking dashboards to improve operational visibility and decision-making capabilities.
- Managed cross-functional teams to drive seamless execution of projects within tight deadlines.
- Conducted training sessions and created detailed documentation for end-users to ensure smooth adoption of new tools and processes.

Designation: Deputy Manager (NOVEMBER 2019 –JUNE 2022)

Role: Business Analyst

- Successfully executed multiple banking projects, improving service delivery and efficiency.
- Performed business requirement analysis, process mapping, and functional documentation.
- Liaised with technology teams for system upgrades and automation initiatives.
- Conducted risk assessments and ensured adherence to compliance standards.

Key Projects:

- Loan Management System (LMS) Portal for Personal Loans: Designed and implemented an intuitive portal to streamline loan application and management processes, resulting in a 20% reduction in processing time.
- Digital Application Process (Credit Card Applications): Contributed to the development of a digital solution to enhance customer onboarding,

improving application efficiency and accuracy.

- Incentive and Scorecard Calculator (using Tableau): Developed a visualization tool for tracking performance metrics and calculating incentives, enhancing decision-making processes.
- Acted as the primary liaison between business units and technical teams to gather requirements and ensure project objectives were met.

ICFAI Business School

(MAY 2019 – AUGUST 2019)

Designation: Senior Marketing Officer

Role: Sales & Marketing

Key Responsibilities:

1. Marketing and Promotion Execution:

Implement innovative marketing and promotional programs across the designated area to gather insights on market conditions and trends.

2. Student Engagement and Market Analysis:

Communicate effectively with students to understand market demand and collect feedback, using these insights to adapt strategies accordingly.

3. Lead Conversion and Admissions:

Follow up with prospective students, providing information and guidance to convert inquiries into successful admissions.

4. Relationship Management and Lead Generation:

Build and maintain strong relationships with students, encouraging referrals and generating new leads through these connections.

IDBI Federal Life Insurance

(JULY 2017 – MARCH 2019)

Designation: Agency Leader

Role: Sales & Marketing

Key Responsibilities:

- Manage a team of 12-15 individuals, ensuring they meet monthly business targets and overall company objectives.
- Provide training and development support for new recruits, equipping them with the skills and knowledge required for success.
- Meet with clients to generate new business and secure new leads, expanding the company's client base.
- Drive revenue growth by achieving both individual and team goals, ensuring month-on-month business growth.
- Monitor and achieve personal goal sheet and projections to support organizational objectives.
- Recruit new advisors and agency leaders, focusing on building and expanding the team to support business growth.
- Conduct candidate outreach, arrange interviews, and manage the interview process, including documentation and onboarding.

SINTHEE RAMAKRISHNA SANGHA VIDYAMANDIR (JULY 2013- MARCH 2016)

Designation: Assistant Computer Teacher

Role: Teaching

Key Responsibilities:

- Teach Computer Science to students from Class V to XII, ensuring a comprehensive understanding of the subject material.
- Set question papers for all classes, creating assessments that align with the curriculum and test students' understanding effectively.
- Evaluate examination papers, providing accurate grading and constructive feedback.