

Janes Havalad

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Core competences:

- 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:

- 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: -

Finacle

CRM

Education:-

Masters in Commerce(M.com)

Certificates:-

Certified IT – Business Analyst IIBA [EEP]

Soft skills

- Teamwork and collaboration
- Problem solving
- Time management
- Have good presentation skills

Languages

- English
- Kannada
- Hindi

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 5 years, of which, a Business Analyst for **2 years 6 months**

Profile summary

- In-depth knowledge of **SDLC** in various phases (i.e waterfall & agile)
- Proficient in Waterfall Model: **Gathered requirements** using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix, BCD**, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling Change Request.
- Expert in Agile Scrum: **Creation of user stories** and **Added Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Experienced in handling **Sales, Marketing & Branch Operations** - like Account Opening, booking Deposits, lending Loans, providing Locker facility, Customer Relationship Management and handling of all Customer Complaints.
- Experienced in **Audits**, Conducting ATM verifications mapped to branches.

Work Experience

Company name : Axis Bank Ltd

| October 2022-October 2023 |

Designation: Deputy Manager

Project 1: Digital Banking, Automation for cash and Services Management

| Agile |

Project description: A Transaction Banking platform where the Banks in-house software “Saksham” is integrated with the cash processing machine which has the automated feature for vouchers and cheques scanning offering a seamless and autogenerated receipt and payment acknowledgement to customer.

Role: Business Analyst

Responsibilities

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **road blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in product planning and **UAT** to successfully deliver each sprint component.
- Handling customer requests and processing the same on priority ensuring timely resolution of customer queries , Cash handling, booking deposits, opening account.
- Experienced in Conducting bank audits .

Company : RBL Bank Ltd

| July 2020- Jan 2021 |

Designation: Deputy Manager

Project name: CRM- Lead Generation and Customer Acquisition | waterfall |

Project description: A platform which allows bank employees to manage leads, offer suitable products, fixing the meetings and to maintain sales achieved dashboards for employees.

Role: Business analyst

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.
- Performing all the banking transactions and handling customer requests of the branch
- Selling of banks products like savings account, current account, debit cards and Life insurance

Company name : RBL Bank Ltd

| May 2019-Jan 2020 |

Designation: Deputy Manager

Role: Service Delivery Ambassador

Responsibilities:

- Responsible for Customer financial transactions and timely processing of banking transactions, Cash transactions. Forex transactions, Cash management system, Service requests, reviewing of stock, etc.
- Opening of bank account.
- Authorized all cash transactions, passed cheques, issued Demand Drafts, Bankers Cheques & approved new current and savings accounts after thoroughly verifying KYC and bank norms.
- Selling of banks products like savings account, current account, debit cards and Life insurance

Company name : Axis Bank Ltd

| Feb 2016 – Dec 2018 |

Designation: Assistant Manager

Project : Implementation of Saksham | Waterfall |

Project description: A Transaction and services Banking platform “Saksham” which aims to perform all the transactions like transfers, NEFT, RTGS, DD, customer service requests.

Role: Business Analyst

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.
- Performing all the banking transactions and deliver customer requests within TAT of the branch.
- Selling of banks products like savings account, current account, Life insurance, Forex transactions, mutual funds.
- Team Handling and conducting audits.