MEGHA SHARMA
BUSINESS ANALYST

CONTACT DETAILS
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CORE COMPETENCIES

- Business Analysis Planning & Monitoring
- Elicitation & Collaboration
- Requirement Life Cycle Management
- Strategy Analysis
- Requirement Analysis
- Solution Evaluation

TECHNICAL SKILLS

- MS Office: Excel, Word & Power Point
- UML Tool: MS Visio
- Wireframe & Prototype:
- Balsamiq and Axure RP
- Project Management Tool: Jira
- Database: SQL
- Reporting Tool: Power BI & Tableau

CERTIFICATION

- Certified Business Analyst from COEPD (IIBA-EEP) Endorsed

LANGUAGES

- English
- Hindi

EDUCATION

- PG Diploma in Banking and Operations from NIIT DELHI
- BA in English from University of Delhi :Gargi College

ACHIEVEMENTS

- Best Employee of the year
- Best of the Best award for exemplary performances

CAREER OBJECTIVE

A dedicated and ambitious individual have overall 13.5 years of total experience, out of which 5 years of relevant experience in business analysis. Seeking a challenging and rewarding position in an organization where I can utilize my skills and experience to contribute to the growth and success of the company.

PROFILE SUMMARY

- Well versed in various phases and methodology of Software Development Life Cycle: **Waterfall** and **Agile**
- Proficient in Waterfall Model: Gathered requirement using **Elicitation Technique** and prepared **BRD, FRD and SRS.** Prepared **RACI Matrix, BCD,** created UML diagram and Prototypes and requirement tracking through **RTM**, well versed in **UAT** and 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**
- **Handling of internal audits at the branch level**
- **Preparing audit reports and reverts**
- **Business process audits and sales audits**
- Translated BRD into **Functional Requirement Document (FRD),**
- Good Knowledge of Core banking services and client handling
- Collaborating with cross **functional team**
- Audit and Compliance and kyc management
- **Core banking** product knowledge.

WORK EXPERIENCE

COMPANY NAME : HDFCBANK LTD   **17/09/2012-30/11/2023**

DESIGNATION-ASSISTANT VICE PRESIDENT
PROJECT NAME-Customer Relationship Management
METHODOLOGY-AGILE
ROLE-SME
Project Description: The solution aimed at providing a banking solution to update the customer interactions done on daily basis and provide a robust tracking mechanism to track the complains and customer interactions

Responsibilities:

- Interacted with stakeholders to gather requirements by using various elicitation techniques.
- Created user stories with appropriate acceptance criteria with the assistance of Product Owner. Added user stories into product backlog using 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.
- Assisted Product Owner for creation of DOR and DOD checklist
- Participated in sprint planning meeting, sprint review meeting, daily stand-up meeting, and Sprint retrospective meeting to remove road blocks in the project.
- Generated Sprint, Product Burn down/Burn up charts to track the project progress.
- Client Engagement and collaboration
- Provide deep domain knowledge and expertise related to the project's subject matter.
- Assist in clarifying requirements and ensuring a shared understanding of the domain among team members.
- Collaborate with the product owner and business analysts to analyze and refine user stories or requirements.
- Validate that user stories accurately reflect business needs and are

COMPANY NAME :HDFC BANK LTD
PROJECT NAME-ZERO DAY CALLING PORTAL
METHODOLOGY-AGILE
ROLE-BUSINESS ANALYST
Project Description: The solution is a one stop solution given to the bank to engage with the customers immediately after account opening .The solution helps the bank to track all its new acquired relationships in one solution.

Responsibilities:

- Stakeholder Analysis ,requirements gathering by using elicitation techniques
- Created user stories with appropriate acceptance criteria with the assistance of Product Owner. Added user stories into product backlog using JIRA tool.
- Prioritized and validated the requirements using Moscow and FURPS technique, added user stories to sprint backlog based on prioritization order.
- Participated in sprint planning meeting, sprint review meeting, daily stand-up meeting, and Sprint retrospective   meeting to remove road blocks in the project.
- Generated Sprint, Product Burn down/Burn up charts to track the project progress
- Handling customer requirements on product services
- Engaging with the operations team for training and quality handling

COMPANY NAME :HDFC BANK LTD
PROJECT NAME-DELIVERABLES MANAGEMENT SYSTEM
METHODOLOGY-WATERFALL
ROLE-BUSINESS ANALYST
Project Description: The solution aimed at providing a banking solution to update the customer interactions done on daily basis and provide a robust tracking mechanism to track the complains and customer interactions

Responsibilities:

- Conducted Enterprise Analysis and created Business Case Document,
- conducted stakeholder analysis by preparing RACI Matrix.
- Gathered requirements from stakeholders (Head of Audit, Sales, Operations, Etc.) using elicitation technique and documented in Business Requirement Document (BRD).
- Collaborated with technical team and prepared SRS Document.
- Created UML diagrams, Screen Mock Ups and Wireframes for visual
- representation of requirements using MS Visio, Balsamiq and Axure.
- Created and maintained Requirement Traceability Matrix throughout the project.
- Assisted Testing Team to create Test Case Scenario and ensured the UAT is successful.
- Preparing of branch internal audit reports .
- Tracking product mix to ensure profitability.

Work Experience
Company Name-ICICI BANK LTD   **10/05/2010- 15/07/2012**
Assistant Manager

- Understanding client's requirement for various banking needs
- Client relationship management and client retention in different service verticals.
- Tracking and documenting progress toward goals to update the client.
- Engaging with the audit teams for branch compliance and kyc norms
- Tracking day to day productivity of the staffs.
- Handling of foreign exchange requests by the clients
- Retail branch Banking operations.