

# Resume

## Personal details

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Name	Subhajit Das
Email address	subhajitdas2008@gmail.com
Phone number	+91 9831711843
LinkedIn	linkedin.com/subhajitgtr
Core Competency	<ol style="list-style-type: none"><li>1. Business Analyst Planning &amp; monitoring</li><li>2. Elicitation &amp; Collaboration</li><li>3. Requirement Life Cycle Management</li><li>4. Strategy Analysis</li><li>5. Requirements Gathering Requirements Analysis &amp; Design Definition</li><li>6. Solution Evaluation</li></ol>
Technical Skills	<p>Operating systems: Windows 7 &amp; 10 Design tools: MS Visio Prototyping: Balsamiq &amp; Axure Utility: MS Office Suite Languages: UML SDLC models: Waterfall &amp; Agile scrum Agile tools: Jira Database: SQL Documentation tools: MS Office Suite</p>
Soft Skills	<ul style="list-style-type: none"><li>o Cohesive team worker</li><li>o Self-motivated person</li><li>o Active listener</li><li>o Have good Presentation skills</li></ul>



## Profile

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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.

## Certificates

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**Business Analyst**  
**Certified Business Analyst, IIBA [EEP]**

## Education

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2009 - 2012

B.Sc. Computer Science Hons

## Employment

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Jun 2024 - Present

**Senior Manager - Subject Matter Expert**  
**IndusInd Bank**

- 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:**

CRM Application modification and change request Implementation

Sep 2023 - May 2024

**Manager - Business Analyst**  
**ICICI Bank Ltd**

**6 Months of Relevant experience as 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.

**Key Projects :**

Worked on I-CRM change request implementation and modification also I-view change requests

Jun 2022 - Sep 2023

**Manager - Business Analyst**  
**HDFC Bank Ltd**

- 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.
- **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.
- 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.

**Nov 2019 - Jun 2022**

### **Deputy Manager**

#### **HDFC Bank Ltd**

Started as a Part of RM Profile but within 6 months shifted to BA Profile to work with the Team closely and monitored and also fulfilled the requirements as per.

- 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 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.

**Jul 2017 - Mar 2019**

### **Business Analyst**

#### **IDBI Federal Life Insurance**

I was responsible for gathering requirements, analyzing business processes, and working closely with stakeholders to develop a sales portal for insurance products. This portal will enable employees to enter customer details, generate benefit illustrations based on investment plans, and provide options to download or print the illustration in PDF format.

#### **Key Projects :**

- Designed and implemented a web-based sales portal for insurance agents to streamline customer onboarding.
- Ensured real-time data validation and integration with CRM and policy management systems.
- Developed logic for generating benefit illustrations based on customer age and selected investment plans.
- Integrated with actuarial systems to fetch accurate calculations.
- Worked with legal and compliance teams to ensure all generated benefit illustrations met regulatory guidelines.
- Conducted audits and validations to maintain accuracy.

**Jul 2013 - Mar 2016**

### **Assistant Computer Teacher**

#### **SINTHEE RAMAKRISHNA SANGHA VIDYAMANDIR**

- 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.

## Hobbies

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- Guitar Playing
- Listening Music
- Travel
- Food Explorer

## Achievements

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- Successfully led banking projects that resulted in a 20% improvement in operational efficiency.
- Conducted comprehensive feasibility studies that informed strategic decision-making for new banking solutions, enhancing service offerings.
- Collaborated with cross-functional teams to streamline business processes, resulting in a 15% reduction in project turnaround time.
- Utilized data-driven analysis to provide insights that improved decision-making, leading to a 25% boost in project success rates.