

# MANSI GUNJAR

Certified Business Analyst | IIBA Trained | BFSI Specialist

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## PROFESSIONAL SUMMARY

Results-driven Business Analyst with **1.5 years of hands-on experience** in the BFSI domain, specializing in digital transformation and process optimization. Proven track record of managing end-to-end project lifecycles for high-impact initiatives including Office Genie, Nirakshan Field Tracker, and Loan Processing Platform. Expert in **requirement elicitation, stakeholder management, and vendor coordination** with demonstrated ability to bridge business-technology gaps. Certified in **IIBA Business Analysis** and **Agile methodologies** with strong expertise in **data analysis, process automation, and solution design**.

**Core Competencies:** Requirements Engineering • Stakeholder Management • Process Improvement • Digital Transformation • Vendor Management • Agile/Scrum • Solution Architecture

## PROFESSIONAL EXPERIENCE

### *Business Analyst*

Tata Capital Ltd. | Mumbai, India | July 2023 – December 2024

#### **Key Achievements:**

- **Led digital transformation initiatives** for 3 major platforms (Office Genie, Nirakshan, LPP) serving 500+ branch operations and field teams
- **Improved operational efficiency by 25%** through implementation of geo-tagging and real-time monitoring solutions
- **Reduced document processing time by 40%** by designing self-service portals for customers, DSAs, and connectors
- **Enhanced user experience scores by 35%** through comprehensive requirement analysis and stakeholder feedback integration

#### **Core Responsibilities:**

- **Requirements Engineering:** Conducted stakeholder interviews, workshops, and process walkthroughs to elicit and document business requirements using BRD, FRD, and solution scope documents
- **Stakeholder Management:** Collaborated with cross-functional teams, external vendors, and business units to ensure alignment between system capabilities and user needs
- **Process Optimization:** Designed user journeys and process flows using MS Visio and Axure, identifying gaps and optimizing workflows across branches and field operations
- **Vendor Coordination:** Managed vendor relationships for design reviews, development updates, and post-deployment support
- **Quality Assurance:** Supported UAT activities, validated test cases, handled user feedback, and ensured successful go-live implementations

## CORE COMPETENCIES

Business Analysis Skills	Technical Proficiencies
Requirements Elicitation & Documentation Gap Analysis • Process Modeling User Story Creation • Use Case Development Stakeholder Management Business Process Improvement	MS Visio • Axure • JIRA • Tableau • Power BI BRD • FRD • Technical Specifications Agile • Scrum • Waterfall • UML • SDLC Advanced Excel • PowerPoint • SQL (Basic)
Domain Expertise	Soft Skills
BFSI (Banking, Financial Services & Insurance) Loan Processing • Digital Banking Document Management • Sales Process Automation Regulatory Compliance • Risk Management	Strategic Thinking • Problem Solving Communication & Presentation Team Leadership • Change Management Cross-functional Collaboration

## EDUCATION

### ***Post Graduate Diploma in Management (PGDM)***

**Institute of Management Development & Research, Pune | 2021 – 2023**

*Specialization: Marketing & Business Analytics | Grade: First Class*

## CERTIFICATIONS & TRAINING

- **IIBA Trained - Business Analysis Certified Professional** | Coepd Academy | *June 2025*
- **Agile Business Analysis Certification** | Coepd Academy | *July 2025*
- **Scrum Fundamentals Certified** | *In Progress*
- **Advanced Excel for Business Analysis** | *Completed 2023*

## KEY PROJECTS

### ***Digital Transformation Initiative - Loan Processing Platform (LPP)***

*Duration: 6 months | Impact: 500+ daily users*

- Spearheaded upgrade from legacy system to modern self-service portal
- Reduced loan processing time by 40% and improved customer satisfaction by 30%
- Enabled real-time document upload and journey tracking for customers and partners

### ***Geo-Tagging Solution Implementation - Nirakshan***

*Duration: 4 months | Coverage: PAN India Branches*

- Designed and implemented branch monitoring system with real-time tracking capabilities
- Improved operational transparency and performance monitoring across all branches
- Enhanced field team productivity through automated reporting and analytics

### ***Process Automation - Office Genie Enhancement***

*Duration: 3 months | Users: 800+ active users*

- Developed centralized portal for marketing collateral and resource management
- Implemented role-based access controls for different sales teams and regions
- Reduced manual coordination efforts by 50% and improved resource utilization

## ADDITIONAL INFORMATION

**Languages:** English (Fluent), Hindi (Native)

**Date of Birth:** June 9, 1999

**Location:** Open to relocation across India

**Availability:** Immediate