Shailesh Kumar Vanaparthi

Business Analyst

# CONTACT DETAILS

 Phone

**CORE COMPETENCY**

* Product 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

+91-9666219989

 Email vanaparthishailesh@gmail.com

# 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 7.5 years, of which, a Business Analyst for **4.2years.**

# PROFILE SUMMARY

* **Business Analyst for** two main **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

**ICICI Bank Ltd** (March’2020 – PRESENT)

**Designation**: Deputy Manager Grade II (Operations)

**Role**: Business Analyst

## Project 1: Digitization of account opening through Video KYC

**Duration:** 2.5 years

## Project Summary:

* + Created **User Stories** in **Product Backlog** using **JIRA**. Conducted **Sprint Planning Meeting** to define the work for the upcoming **sprint** and get **story points** & **Acceptance Criteria** to ensure **Definition of Ready.**
	+ Conducted **Daily Scrum** meetings to know the progress of work on a day-to- day basis.
	+ Updated **Stakeholders** about the progress of the work through **sprint** and

## product burndown charts.

* + Assisted in **development** and **testing** & ensured **Definition Of Done.**
	+ Conducted **sprint review** and **retrospective meetings** at the end of each **sprint** to know if everything is going well and if there are any obstacles faced in the sprint.
	+ Initiated **change requests,** after project is Live, by conducting **feasibility study** & thereby collaborating with SBI IT team through various escalation portals.
	+ Profound understanding of customers’ needs and providing the required banking services.
	+ Suggested the right banking products suitable to the customers thereby protecting the interests of the customers.

# CERTIFICATION

Certified Business Analyst, IIBA [EEP]

NISM Depository Operations Version VI

NISM AMFI V Mutual Fund

KYC AML

IRDA SP Insurance

# EDUCATION

**MBA Finance, Avanthi PG College 66** % **(**2014-2016)

**B.com (Honors), Aurora Degree College,72% (2012-2014)**

**Inter (MEC), Nalanda Junior College,77 % (2010-2011)**

**SSC, Chinmaya High School, 73 %, (2009)**

## Project 2: Migration of Complaint Management System to YONO application Duration: 1.5 year

**Project Summary:**

* Actively conducted **SWOT analysis** for CMS to know the bank’s strengths, the opportunities in the market, where the bank is lagging & to stay ahead of recent market trends.
* Used **Gap Analysis** to upgrade **YONO application** from current state to the desired future state**.**
* **Gathered requirements** using **elicitation techniques** like **Documentation & Interviews**. Involved in **Prototyping** of screens for CMS services to make the software highly user-friendly while lodging complaints
* Created and maintained **BRD, FRD** & **SRS** with **UML** & **Activity diagrams** and assisted the development team in understanding **Use Case Specifications**.
* The stage wise requirements tracking is done through **RTM**
* Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the

**UAT** is successful.

* **Authorized** all cash transactions, passed cheques, issued Demand Drafts, Bankers Cheques & **approved** new current and savings accounts after thoroughly verifying KYC and bank norms.
* Resolved customer complaints using **Root-Cause Analysis** to find a permanent solution to the problem. Improved customer relationship with the bank by **lending gold** & **Pension loans** basing on the customers’ eligibility, needs & bank norms.

**Axis Bank Ltd** (JULY 2016 – Mar 2020)

**Designation**: Assistant Manager

**Role**: KYC Analyst

* + Assist in fraud investigations by reviewing accounts and transactions, detecting fraud trends, summarizing key findings, and recommend anti-fraud processes and system enhancements based on trends and patterns Authored articles on how to prepare for a certain examination within a short span of time.
	+ Verifying Documents of Customer for better profit and customer experience and Enhanced Due diligence was performed on entities
	+ Review and reporting of suspicious activities

I hereby affirm that the information furnished by me is correct to the best of my knowledge.

Date:

Place: **V. Shailesh Kumar**