Nirvikar Naik Business Analyst

# CONTACT DETAILS

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# CAREER OBJECTIVE

 LinkedIn

[Nirvikar Naik - Private Banking Relationship Manager - ICICI Bank | LinkedIn](https://in.linkedin.com/in/nirvikar-naik-91957338)

**CORE COMPETENCY**

* Business Analyst 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

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 10.5 years, of which, a Business Analyst for **6 years.**

# 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 HNI Relationship Management - like Investments, Banking, Lending, Risk Profiling thereby increasing overall book and TRV of the clients with the bank.

# WORK EXPERIENCE

**ICICI Bank Ltd** (DECEMBER 2018 – PRESENT)

**Designation**: Chief Manager (Private Banking)

**Role**: Business Analyst

## Project 1: Functionality Update in CRM System

**Duration:** 1 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 ICICI 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]**

**Certification from SAP university alliance in Introduction to ERP Module**

**Certified by NISM for Mutual Fund Distribution (Module V A)**

**Certified by NISM for PMS Distribution (Module XXI A)**

**IRDA Certified**

**ACHIEVEMENTS**

* Received Silver Star Award for best performing employee of the year in HDFC Bank
* Received "Scroll of Honor" from BBH in HDFC Bank
* Won BBH certificate for Insurance contest conducted PAN India in HDFC Bank

**ADDITIONAL ACTIVITIES**

* Internship done in Deepak Novochem on Research of Chinese Market on chemical called Cresol
* Trainee in KPIT Technologies Pune on Shadowing Technique to collect data from users for ITES project
* Enjoy Dancing, Listening to Music and Reading Novels

**EDUCATION**

**PGDM, IMDR Pune 64.55% (2012-2014**)

**BE, MIT Pune 55.86% (2007-2011)**

## Project 2: Integrating Insurance Data into Portfolio Statements in Integra System

## Duration: 1 year

**Project Summary:**

* Actively conducted **SWOT analysis** for Integra System 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 **Integra Application** from current state to the desired future state**.**
* **Gathered requirements** using **elicitation techniques** like **Documentation & Interviews**. Involved in **Prototyping** of screens for Portfolio Statements to make the software highly user-friendly while downloading portfolio data
* 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** onboarding of Private Banking clients after checking their eligibility and Investible surplus & **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 Working Capital Limits** & **Term loans** basing on the customers’ eligibility, needs & bank norms.

**HDFC Bank Ltd** (JUNE 2014 – DEC 2018)

**Designation**: Manager

**Role**: Preferred Relationship Manager

* + Directly responsible for designing HDFC Bank HNW Portfolio of 215+ clients with the **AUM of 44 Crores**.
  + Monitor and address HNI clients banking, Investment and Lending requirements.
  + Use financial acumen and investment expertise to review a client's personal data, align clients need through superior service, seamlessly align service delivery for enhanced experience; thereby helping the client to reach his short term and long-term investment goals.
  + Formulate outbound and inbound sales plan to acquire new HNI customers for increasing customer base of the portfolio.
  + Conduct risk profiling of all mapped clients for better advisory on investment needs
  + Resolution of queries of all mapped clients within TAT specified.
  + Cross-selling all banking products depending on client's requirement thereby becoming one point for his all-financial solutions