

PRATHIMA AUTHUR

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PROFILE

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 16 years, of which, a Business Analyst for 7 years.

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

LANGUAGE

- English
- Telugu
- Tamil
- Hindi

EDUCATION

• Bachelor of Engineering

2001 – 2005

Bachelor of engineering (Computer Science and Engineering), Anna University.

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.
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WORK EXPERIENCE

Hexaware Technologies

Feb 2023 – Till Date

Designation : SME

Role : Senior Business Analyst

Project : Cortex Migration Project

Duration: 2.2 years

- Created User Stories in Product Backlog using JIRA. Conducted Sprint Planning Meeting to define the work for the upcoming sprint 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]
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ACHIEVEMENTS

- Make a Difference Award in Year 2015 & 2018.
FIS Global Business Solutions Pvt Ltd.
 - Appreciation from Client Manager in year 2023.
Hexaware Technologies
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SOFT SKILLS

- Cohesive Team worker
- Self-Motivated Person
- Active worker
- Have good Presentation Skills

FIS Global Business Solutions

June 2012 – Dec 2023

Designation : Senior Business Analyst

Role : Business Analyst

Project 1 : Datahub Migration Project

Duration: 2.4 years

- 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.
- 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 stagewise 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.

Designation : Business Analyst

Project 2 : Sainsbury Project

Role : Business Analyst

Duration: 2.4 years

- 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.
- 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.
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- 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.

Designation : Software Lead Engineer

Project 3 : Prime AML

Role : Software Tester, Operations Support

Duration: 5.8 years

- Implementing SAFAL tool to prepare scripts to automate the test cases.
- Create Test cases and scripts using SAFAL to automate the WLR application and ensure to run the complete WLR site without any manual interventions but with proper quality to be ensured.
- Perform Smoke testing and Regression Testing to compare the Prime application for latest versions and validate the components in build.
- Perform Sanity Testing and Verify the application by checking every module and activity during patch upgrades.
- Perform Functional Testing in Prime Compliance Suite to ensure patch is applied successfully without any issues with the process and progress.
- Quality assurance (QA) validation for Datahub Server Migration project to validate and compare all files in both servers and also in production server.
- Provide Estimation for the Testing efforts at the planning level, prepare test plan, test design and also implement the test cases for the test execution.
- Perform Testing in SIT and UAT and provide signoff for code to move to next level.
- Perform Functional and Regression Testing in all levels and provide signoff in each level of testing by ensuring Quality control in the project.
- Assign tasks to the team and ensure to get them completed within the sprint time.
- Analyze and validate the jobs and job flow in IBM Datastage tool.
- Analyzed the defects in JIRA, Rally, TFS and TestRail and fixed them.
- Performance tuning – Programmed stored procedures, functions, XML parsing
- Proactively communicate on issues/concerns, e.g. scope changes, schedule, effort variances, and customer concerns. Help identify options / solutions, facilitate resolutions.
- Review the work product that is delivered more diligently to have it right in the first attempt.

Megasoft Pvt. Ltd.

Sep 2006 – Dec 2010

Designation : Associate software Engineer

Project : SriCity

Duration: 4.4 years

Role : Software Tester, Operations Support

- Analyzing and Designing modules as per client requirements.
- Responsible for preparing user manual and Technical design document.
- Production Support and operations role to process all customers' data into production and non-PROD environments without any issues. Identification of ALL incoming and outbound files, ensuring they are received and processed on time. Ensuring all jobs are processing as expected.
- Served as a member of implementation team and involved in maintaining database records.
- Preparation of Technical design document.
- Optimization and Analysis of existing modules.
- Designing and writing custom reports.