Contact

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Core Competencies

- Business Analysis Planning and Monitoring
- Elicitation and Collaboration
- Requirement Life cycle Management
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

Technical Skills

- Documentation Tools: MS Suite.
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI & Tableau.

Domain Knowledge

ICRM, CRM, Integra

Education

PGDM, IMDR Pune 64.55%   [2012-2014]

Certificates

- Certified IT – Business Analyst IIBA [EEP]
- Certified NISM Module VA
- Certified NISM Module XXI A

Awards and Achievements

- Silver Star in Hdfc Bank
- Scroll of Honor in Hdfc Bank

Soft Skills

- Cohesive Team worker
- Self-motivated person
- Active Listener

Language

English, Hindi, Marathi

NIRVIKAR NAIK

Business Analyst

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

👤 Profile Summary

- In depth knowledge of SDLC in various phases (i.e Waterfall and agile)
- Proficient in Waterfall model: Requirements Gathering through various Elicitation techniques like Brainstorming, JAD, Focus Groups, Interviews, Documentation, Prototyping.
- 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.
- Hands-on experience in process modelling using BPMN and UML diagrams to create visual representations for functional and technical teams.
- Skilled in creating Requirement Traceability Matrices (RTM) to ensure full coverage from requirements to test cases and successful implementation
- Experienced in HNI Relationship Management - like Investments, Banking, Lending, Risk Profiling thereby increasing overall relationship of the clients with the bank.
- Handling a portfolio of 800+ Cr of the HNI clients and giving them right advice on the investments and banking

💼 Work Experience

ICICI Bank Ltd   [DECEMBER 2018 – PRESENT]

Designation: Chief Manager

Project Name

Functionallity Update in Valuefy [Agile]

Project description:

To adjust capital gains in the portfolio statement according to the new tax structure

Role: SME

Responsibilities:

- Provide deep domain knowledge and expertise related to the project's subject matter.
- Assist in clarifying requirements and ensuring a shared understanding of the domain among team members.
- Collaborate with the product owner and business analysts to analyze and refine user stories or requirements.
- Identify potential risks or challenges related to the domain and work with the team to develop mitigation strategies.

Project Name

Functionallty update in ICRM [Agile]

Project description:

To address customer complaints and resolve issues within a specified time limit else follow the escalation mechanism at every breach of time limit

Role: SME

Responsibilities:

- Provide deep domain knowledge and expertise related to the project's subject matter.
- Assist in clarifying requirements and ensuring a shared understanding of the domain among team members.
- Collaborate with the product owner and business analysts to analyze and refine user stories or requirements.
- Participate in grooming sessions to refine user stories and acceptance criteria.
- Identify potential risks or challenges related to the domain and work with the team to develop mitigation strategies.

Project Name

Functionallty update in Interga [Waterfall]

Project description:

To integrate Insurance data into the Portfolio statements of the HNI clients in order to give comprehensive report on the investments held by them with the bank

Role: BA

Responsibilities:

- Conducted Enterprise Analysis and under the assistance of a senior BA in creating a Business Case Document, conducted Stakeholder Analysis, and prepared RACI Matrix.
- Gathered requirements from business heads using Elicitation Techniques and created a Business Requirements Document (BRD).
- Translated BRD into Functional Requirements Document (FRD), Collaborated with the technical team, and prepared SRS Document.
- Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and Axure.

- Authorized onboarding of Private Banking clients after checking their eligibility and Investible surplus & approved new current and savings account opening
- 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-December 2018]

Designation: Manager

Project Name

Functionallty update in LMS [Agile]

Project description:

To manage the leads received from the BIU and assign them to the respective relationship manager and assigning a TAT for him/her to action it within the time frame

Role: BA

Responsibilities:

- Interacted with the stakeholders and gathered requirements by using various elicitation techniques.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added user stories into product backlog using the JIRA tool.
- Prioritized and validated the requirements using Moscow and FURPS technique, added user stories to sprint backlog based on prioritization order.
- Collaborated with Product Owner and Scrum Master for BV and CP. and assisted the Product Owner for the creation of DOR and DOD checklist.

Project Name

Functionallty update in CRM [Waterfall]

Project description:

To trigger enablers for the relationship managers which result in better engagement with their managed clients and generate cross-sell opportunities

Role: BA

Responsibilities:

- Conducted Enterprise Analysis and under the assistance of a senior BA in creating a Business Case Document, conducted Stakeholder Analysis, and prepared RACI Matrix.
- Gathered requirements from business heads using Elicitation Techniques and created a Business Requirements Document (BRD).
- Translated BRD into Functional Requirements Document (FRD), Collaborated with the technical team, and prepared SRS Document.
- Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and Axure.
- Led retail banking operations, ensuring compliance with regulatory norms.
- Analysed banking trends to identify revenue-generating opportunities.