



MEHUL SONAWANE

BUSINESS ANALYST

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Core Competences:-

- 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 & Wireframes Tools: Axure & Balsamiq
- Modelling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI & Tableau.

Domain Knowledge:-

- CRM.
- BFSI

Education:-

- MBA – Dr.D.Y.Patil Institute of MBA, Pune

Certificates:-

- Certified IT – Business Analyst IIBA [EEP]

Soft Skills: -

- Analytical Thinking
- Problem-Solving
- Stakeholder Management
- Conflict Management
- Adaptability
- Time Management

Language:-

- English, Hindi, Marathi, Gujarati

Career object:-

Experienced Business Analyst with 7 years of overall experience including 4 years of experience as Business analyst In BFSI Sector, seeking to contribute analytical and communication skills from my knowledge understanding and in Banking, Insurance and financial services. To contribute as a Business Analyst by bridging the gap between business Needs and technical solutions, driving innovations, optimizing workflows, and ensuring the successful Project.

Profile summary:-

- Experienced Business Analyst with expertise in BFSI Domain, Worked on Mobile Banking Applications, CRM and Cards Application.
- In-depth knowledge of SDLC in various phases (Waterfall and Agile)
- Proficient in Waterfall Model: Gathered requirements using Elicitation Techniques and
- Prepared BRD, FRD, SRS prepared RACI Matrix, BCD, created UML Diagrams and
- Prototypes and requirements tracking through RTM well versed with UAT handling
- Expert in Agile Scrum: Creation of user stories and Added Acceptance Criteria, BV and CP.
- Experience in Portfolio Management, Customer Acquisition, Wealth and investment management, Customer Service and Sales.

Work experience:-

Company name :- Unity Small Finance Bank

[Apr 2024 – Nov 2024]

Designation:- Relationship Manager

Project 1:- Unity Mobile Banking Application |Agile|

Project description:-Project Digital Banking Platform for banking Services holder to access the wide banking services through mobile application. smooth transitioning from physical to digital platform

Role:- Subject Matter Expert

Responsibilities:-

- Working as a SME on a Mobile Banking project to provide digital banking platform for Account holders. And provide insights and work on enhancement process of application.
- Conducted requirement gathering through Agile ceremonies like sprint planning and backlog refinement. Created Epics and user stories with detailed acceptance criteria.
- Collaborated with Product Owner, developers, and QA in cross-functional Agile teams.
- Maintained the product backlog in JIRA and ensured clarity and prioritization of user stories.
- Facilitated sprint reviews and retrospectives to capture feedback and drive continuous improvement.
- Created wireframes and process flows to help stakeholders visualize proposed solutions.
- Enabled performance tracking by supporting PowerBI dashboard development for understanding status and insight of work.
- Handling Branch's portfolio book size by providing services and fulfilling bank requirements
- Working towards deepening and strengthening the portfolio with NTB acquisition

Company :- IndusInd Bank Ltd

[Sept 2023 – Apr 2024]

Designation:- Chief Manager

Project name:- Indus Cards | Agile|

Project description:- Indus Card is a Bank's Credit Card services platform on mobile application developed for existing credit cards status, cards services and card related offers and features.

Role:- Business analyst

Responsibilities: -

- Interacted with the stakeholders to understand and identify enhancement expected in existing application gathered requirements by using various elicitation techniques.
- Prepared and validated additional functional and non-functional requirement and validate with the stakeholder and project team.
- Created detailed user stories with acceptance criteria and maintained the product backlog using JIRA.
- Participated in all Agile ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives to facilitate smooth project execution.
- Designed wireframes and mockups with Balsamiq and modeled workflows using MS Visio and Draw.io.Led User Acceptance Testing (UAT) sessions with HR teams and end-users to validate functionality and usability.
- Identifying clients' need and requirements and proposing suitable solutions.
- Handling portfolio book by providing services and fulfilling bank requirements Resolving complaints and issues efficiently and in a timely manner.

Company:- HDFC Bank Ltd

| Oct 21 – Aug 2023 |

Designation:- Deputy Manager

Project name:- CRM Integration For Phone banking | Waterfall |

Project description:- HDFC CRM Integration is a System which provide Client, portfolio handling platform, its initiated for the employees to track their assigned portfolio provide adequate service get better insight of customer profiles, and Service Escalation matrix.

Role:- Business analyst

Responsibilities:-

- Conducted SWOT analysis of banks existing customers handling and phone banking verticals actual process to identify system inefficiencies and areas for functional enhancement.
- Performed detailed Gap Analysis to assess differences between existing legacy systems and the proposed CRM Integration features.
- Conducted stakeholder interviews and gathered requirements using elicitation techniques like document analysis, observation, interviews, and workshops.
- Created prototypes and mockups using Balsamiq and Axure, ensuring that the redesigned UI/UX was intuitive and aligned with employee expectations.
- Maintained critical project documentation including BRD, FRD and SRS.
- Developing and expanding existing High Net Worth Customer relationships for liabilities Deepening relationships sourcing family accounts
- Maintaining complete relationship record for assigned customer accounts, Ensuring high levels of customer service orientation to meet benchmark NPS, collaborating with the field sales teams to ensure lower cycle times and best conversion ratios

Company:- Kotak Mahindra Bank Ltd

| Nov 2019 – Oct 2021 |

Designation:- Deputy Manager

Project name:- Kotak Digital account on boarding Application | Waterfall |

Project description:- Kotak Digital Account on boarding Application is a platform developed to streamline and digitalise existing account opening process of bank, the aim of project is smooth acquisition of customer in banking, provide fast and accurate process for employees to convert the leads and save time and cost on existing process.

Role:- Business analyst

Responsibilities:-

- Conducted Enterprise Analysis, 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).
- Performed detailed Gap Analysis to assess differences between existing legacy systems and the proposed process after the project.
- 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.
- Created and maintained RTM throughout the project and assisted in Testing Team by preparing Test Case Scenarios and ensured the UAT was successful.
- Handling associated Corporate with Bank for Acquisition Corporate Salary Accounts of assigned Corporate.
- Conducting induction for new employees about salary accounts and banking products Building Relationship with HR and Employees of corporate, Co-ordinate and handle Executives of various bank products

Company:- ICICI Prudential Life Insurance

| Jan 2018 – Nov 2019 |

Designation:- Financial Services Consultant

Role:- Financial Services Consultant

Responsibilities:-

- Teaming up with Bank Staff to achieve Sales Target
- Cross selling life insurance products to waling customers in bank
- Building relationship with UMs to achieve targets
- Conducting regular training for the UM's and Advisors of Partner Offices
- Converting Leads provided by Advisors
- Providing end to end Service to the Client