Name: R. RAJKUMAR

Role: Business Analyst

# CONTACT DETAILS

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# 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 8 years, of which, a Business Analyst for **4 years.**

# PROFILE SUMMARY

* **Business Analyst** for two main B**anking Support** 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

**BID AND WIN AUCTIONEERS PRIVATE LIMITED** (Febr 2024 – Jan 2025)

**Designation**: Operations Manager/Product development

**Role**: Business Analyst

## Project 1: Developed a Banking Support application for vehicle inspection

 LinkedIn

**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

**Duration:** 1 years

## Project Summary:

* + Used **Gap Analysis** to upgrade from current state to the desired future state**.**
  + 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 IT team through various escalation portals.
  + Profound understanding of customers’ needs and try to providing the required valuation report for their vehicles.
  + Suggested the right Valuation price suitable to the customers vehicles thereby protecting the interests of the customers.

# CERTIFICATION

**ACCOLADES**

* Received 2 Speed Awards at Mahindra First Choice Wheels Ltd. for consistently exceeding and completing the targets

Certified Business Analyst, IIBA [EEP]

# EDUCATION

***B.E*** from Madha Engineering college

Chennai| **(**2012)

**JAI and JAI vehicle Mall private limited** (Jan 2023 – Jan 2024)

**Designation**: Operations Manager/Product development

**Role**: Business Analyst

## Project 2: An application development for Banking

## Duration: 1 year

**Project Summary: 1 year**

* **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 and missed payments (for which the app will provide an explanation for the valuators' failure to collect) are required options. It facilitates timely completion of the Profile account’s procedure.

**MAHINDRA FIRST CHOICE WHEELS PRIVATE LIMITED**

(Apr 2014 – Sep 2018)

**Project 1**: Billing Automation

**Designation**: State co- Ordinator/Product development

**Role**: Product development

* Used **Gap Analysis** to upgrade 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 and missed payments (for which the app will provide an explanation for the valuators' failure to collect) are required options. It facilitates timely completion of the account’s procedure.
* Resolved customer complaints using **Root-Cause Analysis** to find a permanent solution to the problem. Improved customer relationship and client relationship along with bank norms.