

## Gunjan Kumari

### Business Analyst

#### CONTACT DETAILS:

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#### CORE COMPETENCIES:

- 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
- Modeling tools: MS Visio
- Prototyping: Balsamiq & Axure
- Documentation tools: MS Office Suite
- Languages: UML
- Technical Skills: Power BI, & Tableau.
- SDLC models: Waterfall & Agile scrum
- Agile tools: Jira
- Database: SQL

#### SOFT SKILLS:

- Cohesive team worker
- Self-motivated person
- Active listener
- Have good Presentation skills
- Problem Solving

#### CERTIFICATION

Certified Business Analyst, IIBA [ECP]

#### EDUCATION:

PGDM in banking and services,  
Amity University, Noida

## 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 4 years, of which, a Business Analyst for 2 years.

## PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in **waterfall model**: gathered requirement 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 **change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance criteria**, **BV & CP**, **Sprint & Backlogs** conducted various **Sprint meetings**; **Sprint & product Burndown Chart** ensured **DOR** and **DOD** checklist.
- **Branch Relationship office** for Retail branch banking with **banks**.
- Experienced in handling, Branch operations - like request process Account opening, customer queries ,**Processing customer request** and **CRM** and customer complaints.

## WORK EXPERIENCE

Company Name : Axis Bank (March 2025 - PRESENT)

Designation: Assistant Manager

Project 1: Upgrade of Siddhi application

Role: Business Analyst

#### Project Summary:

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- To create a comprehensive business case document for a siddhi application for portfolio management system, it's essential to address several key components that outline the project's rationale, expected outcomes, and resource requirements.

Company Name : Star Union Daichi Life Insurance (Bank of India) (July 2024- Feb 2025)

Designation: M11 Relationship Manager

**Project 1: Portfolio Management (Agile)**

Role: Business Analyst

**Project Summary**

- Created detailed **user stories** with acceptance criteria and maintained the **product backlog** using **JIRA**.
- Led **User Acceptance Testing (UAT)** sessions with HR teams and end-users to validate functionality and usability.
- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Participated in all Agile ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives to facilitate smooth project execution
- Interact with the customer and managing customer Investment portfolio and customized the portfolio according to need of the customer.

Company Name : Axis Bank (Sep 2021- oct 2023)

Designation: Assistant Manager

**Project 1: Customer Relationship Management ( CRM)**

Role: Business Analyst

**Project Description:** CRM (Customer Relationship Management) is a system or strategy for managing a company's interactions with current and potential customers. It consolidates customer data, streamlines processes, and enhances business relationships to drive growth, retention, and profitability

- Conducted **SWOT analysis** of legacy HR services to identify system inefficiencies and areas for functional enhancement.
- Performed detailed **Gap Analysis** to assess differences between existing legacy systems and the proposed one.
- Conducted stakeholder interviews and gathered requirements using **elicitation techniques** like document analysis, interviews, and workshops.
- Maintained critical project documentation including **BRD, FRD** and **SRS**.
- Recommended improvements in workflows based on user feedback and feasibility assessments.