Name\*\*\*\* Business Analyst

# CONTACT DETAILS

 Phone

+91

 Email

# 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 5.5 years, of which, a Business Analyst for **2.5 years.**

# 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.

# WORK EXPERIENCE

**STATE BANK OF INDIA** (JANUARY 2019 – PRESENT)

**Designation**: Deputy Manager (Operations)

**Role**: Business Analyst

## Project 1: Digitization of account opening through Video KYC

 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:** 1.5 years

## Project Summary:

* + 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 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

**ACHIEVEMENTS**

* Gold Medalist in Metallurgical Engineering
* Selected as “**The best Outgoing Student 2016**” by Indian Institute of Metals, Vizag Chapter.
* Bagged **T R ANANTHARAMAN EDUCATION & RESEARCH FOUNDATION**

summer trainee award 2015.

**ADDITIONAL ACTIVITIES**

* Volunteered in metallurgical workshops
* Actively participated in national technical symposiums.
* Enjoy Playing flute, reading stories, cooking & gardening

Certified Business Analyst, IIBA [EEP]

# EDUCATION

**B.Tech.,JNTUK UCEV,** 82.42% **(**2012-2016)

## Project 2: Migration of Complaint Management System to YONO application Duration: 1 year

**Project Summary:**

* 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.
* Used **Gap Analysis** to upgrade **YONO application** 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, 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.

**HALLMARK GLOBAL TECHNOLOGIES** (JULY 2017 – DEC 2018)

**Designation**: Content Associate

**Role**: Content Writer

* + Wrote articles on the home page of company website including motivational articles.
	+ Authored articles on how to prepare for a certain examination within a short span of time.