

MANISH TALREJA

Business Analyst

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SUMMARY

Results-driven Business Analyst with 5 years of experience in Business Strategy, Business Analysis, and Customer Experience within Banking, Financial Services & Insurance (BFSI). Skilled in Agile & Waterfall methodologies, requirement gathering, BRD, FRD, SRS, UML diagrams, RTM, UAT, and stakeholder management. Adept at digital transformation, process optimization, and strategic partnerships, leveraging technologies like AI, IoT, Blockchain, and RPA to drive efficiency and innovation. Proficient in JIRA, ServiceNow, SQL, MS Visio, Power BI, Tableau, Axure, and Balsamiq. Strong communicator with a proven track record of securing multi-million-dollar projects and delivering impactful solutions. Certified in ECBA, CCBA, CBAP, and Generative AI for Beginners. Passionate about bridging the gap between business needs and technology-driven solutions.

EXPERIENCE

Tata Consultancy Services

Business Analyst

- 06/2022 - Present
- Gathered and analyzed business requirements through various elicitation techniques, collaborating with Business Heads and various stakeholders.
- Created User Stories with Acceptance Criteria in collaboration with the Product Owner and managed them in JIRA. Prioritized and categorized requirements using MOSCOW & FURPS techniques, ensuring effective backlog management.
- Actively participated in Agile ceremonies, including Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives to ensure smooth sprint execution. Also maintain regular communication with various stakeholders to provide updates, gather feedback and address any concerns.
- Conduct thorough testing of the implemented solution to ensure they meet business requirements and perform as expected.
- Provide training and support to end users to ensure they can effectively use the new systems & processes. Also identify opportunities for process improvement and optimization to enhance business performance.
- Create comprehensive documentation, including BRD, FRD, user manuals, use case specification and training materials. Developed Sprint Burn Down and Burn Up Charts for tracking project progress and team performance.

Consultant

- Working with **TCS Co-Innovation Network (COIN)** to drive innovation by leveraging emerging technologies (Artificial Intelligence, IoT, blockchain) and fostering partnerships with startups, academia, and industry leaders to co-develop cutting-edge solutions.
- Working for BFSI customer across globe to help them in preventing financial crime evolving sanctions, data privacy, regulations, anti money laundering, cloud security, IT service management and RPA spaces.
- Facilitated the process of comprehending the client's requirements and understanding their business process, mapping partner, conducted demo and workshop resulting in TCS winning \$1.5 Mn Implementation project.
- Worked cross-functionally with account & technical team to bridge technology challenges and deliver project goals also assisted in responding to RFPs and RFIs, effectively addressing customer needs and aligning with organizational objectives.
- Conducted data cleansing, analysis, and validation of the coin database on regular interval to highlight mindful insight through dashboard using Power BI & Tableau to senior management & key stakeholders.

Tata Consultancy Services

Software Developer

- 06/2019 - 06/2021
- Led the implementation of AGILOFT CLM, optimizing contract lifecycle management and enhancing compliance.
- Managed user permissions, access controls, and sprint-based process improvements.
- Developed Drupal-based webpages using core Drupal modules and core Drupal themes for a US based pharmaceutical customer.

TECHNICAL SKILLS

MS Suite

Axure

Balsamiq

MS Visio

Draw. IO

SQL

JIRA

Power BI

Tableau

Knime

CORE COMPETENCES

Business Analysis Planning

Elicitation

Requirement Gathering

Requirement Analysis

Design Definition

Strategy Analysis

Project management

Stakeholder management

CERTIFICATION

Business Analysis Fundamentals – ECBA, CCBA, CBAP endorsed

Strategy Consulting VEP by Accenture

Generative AI for Beginners

EDUCATION

PGPM, MBA (Marketing & Analytics)

Great Lakes Institute of Management

2022 Chennai

BE (Information Technology)

Medicaps Institute of Technology & Management

2019 Indore

Achievements

- Received appreciation (2 spot awards & 1 special Initiative award) from Project Manager for outstanding performance.
- Successfully implemented scary house event at various colleges in Indore during cultural events.

LANGUAGES

English

Proficient

Hindi

Proficient