

### CONTACT

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### CAREER OBJECTIVE

Results-oriented professional with a total of 3 years of experience, including relevant experience as a Business Analyst in analyzing business processes, identifying improvement opportunities, and driving data-driven solutions. Currently working as an Account Manager, leveraging analytical skills to enhance client relationships, optimize business performance, and contribute to organizational growth. Seeking to utilize my expertise in business analysis and account management to drive strategic success.

### PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e waterfall & 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 **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Total 3 years of experience, including experience in roles involving **client interactions, process improvements, and operational support**.

### WORK EXPERIENCE

#### ICICI BANK LTD

2023–Present

Designation: Deputy Manager II

Project: iView

Project description :-

The objective of this project is to design and implement a secure, user-friendly software application that enables employees to efficiently view and manage customer financial details.

This application aims to streamline access to critical customer financial information, allowing employees to provide more informed and timely support to customers.

Role: BA

Responsibilities

- Interacted with the stakeholders and gathered requirements by using various elicitation techniques.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added user stories into product backlog using the JIRA tool.
- Prioritized and validated the requirements using Moscow and FURPS technique, added user stories to sprint backlog based on prioritization order.
- Collaborated with Product Owner and Scrum Master for BV and CP. and assisted the Product Owner for the creation of DOR and DOD checklist.

**WORK  
EXPIENCE****ICICI BANK LTD****2023–Present**

- Participated in sprint ceremonies to remove road blocks in the project.
  - Generated Sprint, Product Burn down/Burn up charts to track the project progress.
  - Participated in product planning and UAT to successfully deliver each sprint component.
  - Current Account opening offering credit services.
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**WORK  
EXPIENCE****ICICI BANK LTD****2021–2022**

Designation: Deputy Manager I

Project: iCRM

Project description :-

The objective of the iCRM application is to create a centralized, intuitive platform that empowers employees to access all relevant client information and interactions. This platform will consolidate documents, meeting notes (MOM), and product history availed by clients, providing employees with comprehensive insights into each client's journey and current engagements.

Role: BA

Responsibilities

- Conducted Enterprise Analysis and under the assistance of a senior BA in 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).
  - 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, Balsamic, and Axure.
  - Created and maintained RTM throughout the project.
  - Assisted in Testing Team by preparing Test Case Scenarios and ensured the UAT was successful.
  - Signature addition and KYC documentation.
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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
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**TECHNICAL  
SKILLS: -**

- Documentation Tools: MS Suite.
  - Prototyping & Wire frames Tools: Axure & Balsamiq
  - Modeling Tools: MS Visio, Draw.io.
  - Database: SQL
  - Project Management tool:- JIRA
  - Reporting Tools: Power BI & Tableau.
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**CERTIFICATES:-**

**Certified IT – Business Analyst IIBA [EEP]**

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|------------------------------------|---|
| <b>EDUCATION:-</b>                 | <ul style="list-style-type: none"> <li>• Master Of Business Administration</li> <li>Indira College of Management</li> </ul> <hr/>   |
| <b>AWARDS &amp; ACHIVEMENTS: -</b> | <ul style="list-style-type: none"> <li>• Best Account Manager Awarded for Number of Accounts opened at Zonal Level-2024</li> </ul> <hr/>  |
| <b>SOFT SKILLS: -</b>              | <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Analytical Thinking</li> <li>• Collaboration and Team Work</li> <li>• Attention to Details</li> <li>• Time Management</li> </ul> <hr/> |
| <b>DOMAIN KNOWLEDGE: -</b>         | <ul style="list-style-type: none"> <li>• Finical.</li> <li>• CRM.</li> <li>• LMS.</li> </ul> <hr/>  |
| <b>LANGUAGE: -</b>                 | <ul style="list-style-type: none"> <li>• English</li> <li>• Hindi</li> <li>• Marathi</li> </ul> <hr/>   |