

ABHISHEK MONAHAN

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CAREER OBJECTIVES

Results-oriented professional having over 17 years' experience in Retail Banking domain, including 9 years in Business Analysis, with 3.4 years as a Subject Matter Expert and 5.6 years as a Business Analyst. Skilled at bridging business needs with technical solutions, driving process improvements, and enhancing customer satisfaction through data-driven strategies and stakeholder collaboration.

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.
- Deep understanding of **Core Banking** and **Cash Management products** including **deposits, cards, and account features**.
- Application of **DMAIC tools** in identified process to **reduce wastage** and **improve efficiency**.

CORE COMPETENCIES

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

TECHNICAL SKILLS

Documentation Tools: MS Suite | **Prototyping & Wire frames Tools**: Axure & Balsamiq | **Modeling Tool**: MS Visio | **Database**: SQL | **Project Management tool**: JIRA | **Reporting Tools**: Power BI, & Tableau | **Process Improvement**: Lean Six Sigma (DMAIC)

WORK EXPERIENCE

Company Name: IndusInd Bank Ltd

Jun 2023 - Present

Designation: Deputy Vice President 2

Project 1: Customer Segmentation and Targeting Initiative | Agile |

Project Description: Implemented a segmentation strategy that utilized advanced data analytics to identify high-value customer segments for targeted wealth management offerings, leading to a 15% increase in revenue from premium clients

Role: Subject Matter Expert (SME)

Responsibilities:

- Provide deep **domain knowledge** and expertise related to the project's subject matter.
- Assist in clarifying **requirements** and ensuring a shared understanding of the domain among team members.
- Collaborate with the **product owner** and business analysts to **analyze** and refine **user stories** or requirements.
- Validate that **user stories** accurately reflect **business needs** and are feasible from a technical and domain perspective.
- Participate in **grooming sessions** to refine **user stories** and **acceptance criteria**.
- Clarify doubts, provide additional context, and assist in breaking down larger stories into smaller, **manageable tasks**.
- Work closely with the product owner and the team to define clear and **testable acceptance criteria** for **user stories**.
- Ensure that acceptance criteria align with **business goals** and are achievable.
- Share **domain knowledge** with team members to enhance their understanding of the project's context.
- Work closely with developers to answer questions, resolve issues, and provide guidance during the implementation of **user stories**.
- Assist in the development of **test cases** and **scenarios** based on domain knowledge.
- Collaborate with the testing team to ensure that **test cases** cover all relevant aspects of the system.

- Provide feedback during **sprint reviews** and **retrospectives** to help the team improve its processes.
- Identify potential risks or challenges related to the domain and work with the team to develop **mitigation strategies**.
- Proactively address issues that may arise due to gaps in domain understanding.

Company Name: Axis Bank Ltd

Feb 2010 – May 2023

Designation: Assistant Vice President

Project 1: CRM System Implementation | Agile |

Project Description: Successfully implemented a bank-wide CRM system that integrated retail banking and wealth management, improving customer profiling and relationship management. Led requirement workshops and developed user stories for each phase.

Role: Subject Matter Expert (SME)

Responsibilities:

- Offer deep **domain expertise** to guide the project and ensure clarity on **requirements** across the team.
- Collaborate with **product owners** and business analysts to analyze, refine, and **validate user stories**, ensuring **alignment with business goals**.
- Actively participate in grooming sessions to refine **user stories**, **acceptance criteria**, and break down larger tasks into manageable pieces.
- Define clear, testable acceptance criteria in partnership with the **product owner**, ensuring technical **feasibility** and **alignment with business needs**.
- Share domain knowledge with team members to improve their understanding of the project's context.
- Work closely with **developers** to address questions, resolve issues, and provide guidance during **story implementation**.
- Assist the **testing** team in creating comprehensive **test cases**, leveraging domain knowledge to ensure all critical aspects are covered.
- **Identify** potential domain-related **risks** and work with the team to develop effective **mitigation strategies**, contributing feedback in reviews and **retrospectives**.

Project 2: Digital Banking Platform Enhancement | Agile |

Project Description: Spearheaded project to enhance digital capabilities of retail banking platform, including features for personalized financial insights and self-service options.

Role: Senior Business Analyst

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.
- Participated in **sprint ceremonies** to remove **roadblocks** 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.
- Tracking **user adaptability** to the digital platforms and ensuring that newly onboarded customers are being guided to use the digital platforms.

Project 3: Scan-based customer on-boarding | Agile |

Project Description: Scan-based customer on-boarding streamlined and accelerated the customer onboarding process by enabling the use of scanned documents and digital verification methods.

Role: Business Analyst

Responsibilities:

- Engaged with stakeholders to **gather and prioritize requirements** using techniques like **MoSCoW** and **FURPS** and documented them as **user stories** in the **product backlog** through **JIRA**.
- Defined and refined **user stories** with clear **acceptance criteria** in collaboration with the **Product Owner** and helped manage **sprint** priorities.

- Worked closely with the Product Owner and **Scrum Master** to ensure alignment on **BV** and **CP** and assisted in developing **Definition of Ready (DoR)** and **Definition of Done (DoD)** checklists.
- Participated in **sprint ceremonies**, tracked progress through **burn charts**, and contributed to product planning and **UAT** to support seamless sprint delivery.
- Monitoring **First Time Right (FTR)** in terms of account opening and ensuring that FTR percentage in branches is as per Bank's norms
- Ensuring strict adherence to **AML and KYC** guidelines issued by **RBI**

Project 4: Lead Management System | Waterfall |

Project Description: Successfully implemented a bank-wide Lead Management System (LMS) that streamlined and optimized the process of managing potential customer leads, ensuring better follow-up, conversion rates, and overall customer satisfaction.

Role: Business Analyst

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, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Monitoring that all the staff are effectively using the LMS system on a day-to-day basis to capture all the leads generated.

Company Name: Jubilant First Trust Healthcare Ltd

Nov 2009 – Jan 2010

Designation: Coordinator Process

Responsibilities:

- Led a **process mapping** and optimization project, utilizing **DMAIC methodologies** to enhance **service quality and operational efficiency**.
- Developed **quality management practices**, boosting productivity and **patient satisfaction**.

Company Name: UTI Bank Ltd

Sep 2003 – Feb 2006

Designation: Executive

Responsibilities:

- Oversaw day-to-day branch operations, contributing to **service quality improvements** and **high customer satisfaction levels**.

EDUCATION

Master of Business Administration (MBA) | 2006-2008 (Full Time) | University of Adelaide | Australia

Master of Arts (Economics) | 2001-2003 (Full Time) | Loyola College (Autonomous) | Chennai

CERTIFICATES

Certified Business Analysis Professional – (IIBA Endorsed) | **NSE Certified Quality Analyst** | **NISM-Series-V-A** - Mutual Fund Distributors Certification Examination | **Six Sigma Green and Black Belt** – University of Adelaide | **CAIIB Associate Examination** – Indian Institute of Banking & Finance

AWARDS & ACHIEVEMENTS

SPOT Award – IndusInd Bank Ltd 2023-24 | **Shubharambh Award** – Axis Bank Ltd 2022-23

LANGUAGES

English – Speak, Read, Write | **Hindi** – Speak, Read, Write | **Bengali** - Speak