

# VARSHA SINGH

## Business Analyst

### CONTACT

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### CORE COMPETENCES

- Business Analysis Planning and Monitoring
- Elicitation and Collaboration
- Requirement Analysis and Design Definition.
- Requirement Life cycle Management.
- Strategy Analysis.
- Solution Evaluation.

### TECHNICAL SKILLS

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

### DOMAIN KNOWLEDGE

Finacle,CRM ,LMS, I Core

### EDUCATION

Masters in Business Administration.  
Barkatullah University  
Bhopal.  
2008-2010

### CERTIFICATES

Certified:IT-Business Analyst IIBA [EEP]

Certified: Post Graduate Diploma in Banking and Operations.  
IRDA, AMFI ,NISM

### AWARDS/ACHIVEMENTS

- Won Best employee of the year award at Switzerland.
- Awarded for Zonal level and Regional level for my performance and excellence.

### LANGUAGES

Hindi,English

### CAREER OBJECTIVE

A versatile professional with total 14 years of experience in **banking domain** , strong communication and leadership skills, inquisitive to learn and create positive impact in an organisation in the field of banking and 5 years of experience in relevant field detail-oriented **Business Analyst** with a strong background in financial modelling and stakeholder management, eager to apply advanced predictive analytics skills to optimize resource allocation and enhance **strategic planning** for a Organisation.

### PROFILE SUMMARY

- In-depth knowledge of **SDLC** in various phases (i.e **waterfall & agile**) Proficient in Waterfall Model: Gathered request **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.**Expertise in dealing with **External & Internal Auditors & Inspection & Compliance.**
- Demonstrated excellence branch sales targets, conceptualising & implementing competent strategies in coordination with the branch and the sales team with a view to penetrate new accounts and expand existing ones for a wide range of financial products Services.
- strong understanding of retail **banking operations**, core banking platforms, and a proven track record of implementing system changes that align with **business objectives** and regulatory requirements.

### WORK EXPERIENCE

#### AXIS BANK

Nov 2013 to till Date

#### Designation-Branch Operations Manager

#### Project Name - EKYC Enhancement and updation (Agile)

Project Description -Grooms the product backlog with the co-ordination of product owner , prioritizes the backlog and then interact with the customer to analyze their need and find solutions. Upgraded Application for Online kyc with Unique CKYC no.

**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 analyse 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 task.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.

### **Project Name - CTS clearing Introduction and Implementation(Agile)**

**Project Description** - Created Application for Online clearing system for Banks and merge data from standalone clearing.

#### **Role - 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 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

### **Project Name - ECRM Introduction and Implementation (Waterfall)**

**Project Description**-Created Application for ECRM updation for Clients for Banking as well as all Relationship with the Financial Institutes.

#### **Role -Business Analyst**

**Waterfall** Responsibility 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)**,cv 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.

### **ICICI BANK**

**2010-2013**

Designation: Branch Relationship Manager

Roles -

- Scrutinize and verify customer requests, AOFs as per prescribed checklist before dispatching for processing. Informing customers in case of rejections, if any.
- Monitoring the smooth functioning of Jewel loan.
- Passing and authorizing various types of vouchers and verification of transactions in I-Core and other applications
- Proper authorization of KYC documents & Filing various returns in time.
- Responsible for all Branch related activity like Maintaining Audit Parameters ,achieving Team's daily Sales targets,
- Customer Service, Monitoring account opening Rejection, Standalone Clearing, increasing work efficiency.
- Supervising Key Areas including Marketing, Business Channel Development, Team Development, Cost Management, and Revenue Generation.
- Maintain customer wait time as per segmented wait time approach.
- Nil rejection rates for service requests and AOFs sent to RPC, Nil escalations to senior management.
- Proving to be in a dynamic environment that fosters development opportunities & motivates high performance within team Career Scan Snapshot.