

VARSHA.D

BUSINESS ANALYST



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Career Objective

Experienced Business Analyst with 4.4 years of expertise in the banking domain, specializing in Agile and Waterfall methodologies. Adept at driving process optimization, enhancing customer experience, and delivering innovative solutions in loans and approvals automation. Seeking a challenging BA role to leverage skills in SDLC, stakeholder collaboration, and process improvement

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.
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Work Experience

Neptune Information Solutions (Nov 2021 – Oct 2024)

Designation: Business Analyst

Project 1: Loan Application Automation (Agile)

Project description: initiated a digital transformation project to streamline its loan application process for home loans, car loans, personal loans, and gold loans. The project aimed to enhance customer experience, increase operational efficiency, and foster financial inclusion by developing a user-friendly application.

Project 2: Internal Approval Automation (Agile)

Project description: Developed an automated solution to replace manual internal approval processes for stakeholders like Zonal Heads and Branch Managers. Leveraged tools like ServiceNow and DocuSign to improve efficiency, reduce approval turnaround times, and ensure compliance. Worked in an Agile environment to gather requirements, design workflows, and deliver a scalable, user-friendly solution.

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.
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HDB Finance (Aug 2019 – Dec 2020)

Project Designation: Relationship Executive

Role: Business analyst

Project: Mortgage Loan Pre-Approval System Development (Waterfall)

Project description :This project is focus on develop a digital pre-approval system for mortgage loans, enabling customers to receive instant eligibility decisions, enhancing customer experience, and reducing loan processing time.

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.
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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

Business Analysis: Requirement Gathering, BRD, FRD, User Stories, UAT.

Prototyping/Wireframes: Axure, Balsamiq.

Modelling Tools: MS Visio, Draw.io.

Database: SQL (basic).

Project Management Tools: JIRA

Reporting Tools: Power BI, Tableau.

Communication: Stakeholder Management, Conflict Resolution, Team Collaboration

Education

BSc in Computer science
University of Mysore
Mysore, Karnataka
Year of Graduation: 2019

Certifications

Certified IT Business Analyst (IIBA-EEP).