



## Business Analyst

### 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

### Technical skills

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

### Domain knowledge: -

- Oracle Flexcube
- CRM next

### Education:-

Post Graduate Diploma in sales and relationship banking (Aug 2023)

### CERTIFICATES:-

Certified IT- Business Analyst IIBA [EEP]

NISM-V-A: Mutual Fund Distributors Certification Examination  
IRDA CERTIFICATION - For corporate advisor.

**Languages**-English ,Marathi, Hindi

### Career object: -

I have a 2.5 experience in banking domain for managing the branch for audit and management of daily compliance. included the 1.5 years' experience as a business Analyst hands-on experience in analyzing business requirements, documenting functional specifications, and supporting project delivery in dynamic environments.

#### • 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 diagram** 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 and **Product Backlog** conducted various **Sprint Meetings; Sprint** and Product **Burndown charts** ensures **DOR** and **DOD** checklists.
- Communication and Interpersonal Skills: Strong communication and interpersonal skills can demonstrate my ability to collaborate effectively with stakeholders, teams, and clients
- Problem-Solving and Critical Thinking: Skilled in identifying and analyzing complex business problems, offering strategic solutions to drive improvements and streamline processes.

### WORK EXPERIENCE

**Company name** :- HDFC BANK LTD

**[Duration]**- December 2022 to

October 2024

Designation: Deputy Manager

Project 1- (ISAC)Agile

**Project Description**:- Application for advanced creating company required ID's and managing requests associated with ID's also managing the hardware owned by the employees

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 **JIRA tool**.
- Prioritized and validated the requirements using **MOSCOW** and **FURPS** technical 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 in **Sprint Ceremonies** to remove **road blocks** in projects.
- generated **Sprint and Product Burn Down/ Burn Up charts** to track the project progress.
- participated in product planning and and **UAT** to successfully deliver each sprint component.
- Supported sprint reviews and retrospectives to ensure feedback loops from stakeholders were captured and translated into actionable business requirements, contributing to continuous improvement in product development cycles.
- Facilitated backlog refinement sessions, working closely with stakeholders to gather requirements and prioritize user stories, ensuring the development team received well-defined and actionable items for each sprint.

#### Project 2- (CRM next)Waterfall

**Project Description-** The application is created to give employees 360\* view of the customers from different departments to facilitate the overall sales and services provided also for form managing complaints and grievances.

Role-BA

Responsibilities-

- Conducted **Enterprise analysis** and under 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 Requirement Document (BRD)**.
- Translated **BRD** in **Functional Requirement Document (FRD)**, Collaborated with 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 project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Assisting the Project Manager in creating schedules, monitoring project progress, and updating stakeholders.
- Facilitating workshops, presentations, and regular communication with diverse stakeholder groups.