

VIKASH KUMAR SINGH

Business Analyst

+91 8080881134 @ vikas.singh0817@gmail.com linkedin.com/in/vikash-k-singh-3212a0a1

SUMMARY

A results-driven Business Analyst with 4 years of experience, including 2 years in business analysis within the banking sector. Proficient in managing core banking applications, gathering and documenting requirements, and delivering solutions using Waterfall and Agile Scrum methodologies. Skilled in creating BRD, FRD, and RTM, managing user stories and backlogs, and facilitating UAT and change management. Experienced in loan processing, customer relationship management, and process improvements to enhance operational efficiency and compliance. Adept at transitioning skills to new domains to drive organizational growth and deliver impactful business solutions.

EXPERIENCE

Business Analyst

HSBC BANK

06/2023 - 11/2024

- Created user stories in JIRA, defined sprint tasks, and set story points and acceptance criteria to ensure the Definition of Ready (DOR).
- Led daily Scrum meetings to track progress and address any issues.
- Updated stakeholders on progress using sprint and product burn down charts.
- Assisted in development and testing, ensuring Definition of Done (DOD).
- Highlight your accomplishments, using numbers if possible.
- Initiated post-go-live change requests through feasibility studies and collaboration with HSBC IT via escalation portals.
- Deep understanding of stakeholder needs, delivering tailored banking solutions.
- Participated in sprint planning, reviews, daily stand-ups, and retrospectives to resolve project roadblocks.

Relationship Manager

ICICI Bank limited

02/2019 - 04/2020

- Managed Commercial, Trade, and Current Account relationships in the business banking segment, aligning business requirements with banking solutions.
- Acquired corporate customers for Forex and Trade Services, analyzing their needs and recommending suitable banking products.
- Achieved sales revenue targets through cross-selling products such as business loans, personal loans, insurance, bank guarantees, and letters of credit.
- Retained existing clients and enhanced trade/forex business by identifying growth opportunities and optimizing service delivery.
- Managed trade-related transactions, ensuring smooth operations and compliance with internal and external regulatory guidelines.
- Collaborated with General Service departments (e.g., GTSU) to ensure high-quality service and client satisfaction in trade finance activities.

Operations and Marketing Management Trainee

Indiabulls Venture Limited, Mumbai

01/2018 - 12/2018

- Dhani Loan App Market commercialization, Marketing, Sales & Business Expansion
- Handling a team of 10 Sales Executives & Driving them for Persona, Business Loans & Cross-selling
- Resolved customer complaints using Root Cause Analysis and enhanced relationships by offering gold and pension loans based on eligibility and needs.
- Handling more the 300 channel Partners and DSA on Individual bases across Mumbai
- B2B & B2C selling and lead generation as well Retention of client's base
- Organizing corporate activities for Cross-selling with team of executives for loans
- Face to face/direct sales business communication meetings/calls/visits

TECHNICAL SKILLS

MS Visio Balsamiq Axure UML

JIRA SQL Tableau PowerBI

CORE COMPETENCES

Business Analyst Planning & Monitoring

Elicitation & Collaboration

Requirement Life Cycle Management

Requirements Gathering

Requirements Analysis & Design Definition

Solution Evaluation Strategy Analysis

CERTIFICATION

Certified Business Analyst, IIBA [EEP]

EDUCATION

MBA

ICFAI PUNE

08/2016 - 05/2018 Pune

BCOM

PUNE UNIVERSITY

08/2013 - 05/2016 Pune

LANGUAGES

English
Proficient



Hindi
Proficient

