CHANDAN KHAIRHA

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Certified IT Business Analyst IIBA EEP

CAREER OBJECTIVE

An accomplished and performance driven professional with 16+ years of Rich and diversified experience in Investment Banking and Capital Market Domain as Team Leader worked in Operations & Insurance, Reconciliation trade settlement Fixed income corporate action verticals and Over 4 +Years of experience as Business Analyst seeking to obtain a challenging Business Analyst position in a reputable organization, utilizing my analytical and problem-solving skills to drive business growth and improvement.

PROFILE SUMMARY

- Accomplished professional with 16.5+ years of work experience in different domains with special expertise in Project Management.
- Detail-oriented Business Analyst with in-depth knowledge of the **Software Development Life Cycle (SDLC)**, proficient in both **Waterfall and Agile methodologies** experienced in effectively managing project phases to ensure timely delivery and quality outcomes.
- Proficient in **Waterfall** model: **Requirements Gathering** through various **Elicitation techniques** like **Brainstorming**, **JAD**, **Focus Groups**, **Interviews**, **Documentation**, **Prototyping**.
- Experienced in translating **BRD** into **FRD** and requirements tracking through **RTM**. Well-versed with **UAT** & handling **change requests**
- Expert in **Agile scrum:** Creation of **user stories, sprint** and **product backlogs,**conducted various **sprint meetings, sprint** and **product burn down charts,** ensured **DOR** and **DOD** checklist.
- Responsible for the maintenance of project management standards and process.
- Responsible for end to end project management and project implementation define project scope, goals, timelines, budget, and resources.
- Updated Stakeholders about the progress of the work through sprint and product burn down charts.
- Convert difficult concept for into pure actionable insight for both technical and non-technical team

CORE COMPETENCIES

- Business Analysis Planning and Monitoring.
- Reporting & Documentation.
- Client Relationship Management.
- Elicitation Techniques
- Stakeholder Management
- Change Management
- KPI Dashboard
- Team Management
- People Management
- Process Improvement

TECHNICAL EXPERTISE

- **Prototyping & Wireframe Tools:** Axure and Balsamiq.

- **Modelling Tools**: MS Visio, Draw.io

- **Reporting Tools**: Power BI & MS Excel, Word, PowerPoint

- **Project Management tool**: - JIRA

ARS Traffic and Transport Technology   (AUGUST 2024 – PRESENT)
Designation: Project Manager (Operations)
Role: BA

Responsibilities:

- Communication with stakeholders in government department and development team to identify and define the needs by analyzing, defining and formalizing business processes and requirements
- Identify and Monitor project risks & issues to ensure that appropriate risk mitigation actions/plans are in place
- Tracking and reporting project metrics take corrective action for continuous improvement
- As a Business Analyst I Analyze business needs and identify opportunities for process improvements.
- For my project I Gathered and document functional requirements through use cases, user stories, and business requirements documents
- I Collaborate with QA teams in head office to ensure solutions meet quality standards.
- Regularly communicate with stakeholders, including project sponsors, end-users, and IT teams.
- As a Business Analyst I am responsible for new project allocation and budgeting and planning.
- Managing the huge data and uploading the same on client site and working on additional request.

State Street Bank and Trust Company   (MAR 2008 – MAR 2024)
Designation: Senior Associate -Team Leader

Project 1: Development of MYSS Application. (Agile)

Project Description: Created an application for SS Bank to check and upload the data on real time basis.

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 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.
- Published SLA newsletter to the higher management – Weekly / Monthly / Quarterly
- Participate in daily huddles with higher management and provide Production inputs and deliverables

Project 2: Enhancement of MCH Application and Process Improvement (Waterfall)

Project Description: To enhance the user experience of exiting application and remove automation of process.

Role: BA

Responsibilities:

- Used **Gap Analysis** to upgrade **MYSS and MCH Application** from current state to thedesired future state**.**
- Conduct requirement gathering Market research to understand the application stsyem
- **Gathered requirements** using **elicitation techniques** like **Documentation &Interviews**. Involved in **Prototyping** of screens for Process improvement to make thesoftware highly user-friendly.
- Created and maintained **BRD, FRD** & **SRS** with **UML** & **Activity diagrams** andassisted the development team in understanding **Use Case Specifications**
- The stage wise requirements tracking is done through **RTM for the project**
- Assisted in the **testing** by preparing **Test Case Scenarios** and ensured the
- Created UML diagrams and wireframes to visually represent requirements using MS Visio, Balsamiq, and Axure.
- Translated BRD into Functional Requirements Document (FRD), Collaborated with the technical team, and prepared SRS Document
- Manage day-to-day operations and team's overall performance.
- Preparing the Business review deck and also being a part of those Business review meetings.

HIGHER EDUCATION

- PGDMB from Indira School of Management Studies Pune India (2008)

PRESENT AND PERMANENT ADDRESS

- Flat No: A 804, Infinity Tower, Near Sant Tukaram Bridge Punawale Pune-411033.