**CHANDAN KHAIRHA**

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***Certified IT Business Analyst from 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.

***CORE COMPETENCIES***

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

***WORKING EXPERIENCE***

ARS Traffic and Transport Technology (AUGUST 2024 – PRESENT)

**Designation**: Project Manager (Operations)

* 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**: 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 the desired 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 the software highly user-friendly.
* Created and maintained **BRD, FRD** & **SRS** with **UML** & **Activity diagrams** and assisted 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.