AMRITA SHUKLA
Business Analyst

CONTACT DETAILS

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CORE COMPETENCY

- ❖ Business Analysis Planning and monitoring
- ❖ Elicitation & Collaboration
- ❖ Requirements Gathering and Requirement Life Cycle Management
- ❖ Requirements Analysis & Design Definition
- ❖ Strategy Analysis
- ❖ Solution Evaluation

TECHNICAL SKILLS

- ❖ Operating systems: Windows 7 & 10
- ❖ Design tools: MS Visio
- ❖ Prototyping: Balsamiq & Axure
- ❖ Utility: MS Office Suite
- ❖ Languages: UML (Unified Modeling Language)
- ❖ SDLC models: Waterfall & Agile scrum
- ❖ Agile tools: Jira
- ❖ Database: SQL
- ❖ SharePoint
- ❖ Documentation tools: MS Office Suite
- ❖ Others: Finacle, Intellect, FX Connect, Profunds, Trading, CRM

SOFT SKILLS

- ❖ Analytic Abilities and Leadership quality
- ❖ Quick Learner and Active listener
- ❖ Cohesive team worker
- ❖ Self-motivated person
- ❖ Have good Presentation and communication skills
- ❖ Able to understand ones' own and others emotion.
- ❖ Problem solving and decision making

CAREER OBJECTIVE

- With over **7.6 years** of professional experience, of which **6.5 years** as a skilled Business Analyst proficient in elicitation, documentation, modeling, functional testing, and varied Banking & Finance Industry Experience in the field of Retail/ Corporate/Wholesale Banking, Clearing, CMS Activities, Vendor & MIS management, compliance & regulatory management, across diverse industries including SMES, various manufacturing, trading concerns, trusts and with individual clients while working in a CA firm. I am committed to bringing innovative insights and making a meaningful contribution to your organization's mission and objectives.

PROFILE SUMMARY

- Having experience in various methodologies of **Software Development Life Cycle** (SDLC) i.e. **Waterfall** and **Agile.**
- Experience Proficient in Requirements Gathering and mapping business requirements through various **Elicitation techniques.** Document the requirements by creating **BRD** and analyze requirements to convert it into **FRD and SRS.**
- Prepared **RACI Matrix**, **UML** Diagrams, and **prototypes**. Experienced in preparing RTM for requirements tracing, skilled in UAT, and managing change requests.
- Have an experience of creating **User stories,** with **Acceptance criteria, BV, CP, Product backlog** and **Sprint,**conducted various **sprint meetings, sprint** and **product burn down charts,** ensured **DOR** and **DOD** checklist.
- Experienced in **Wholesale**, **Corporate**, and **Retail Branch Banking**, with proficiency in Banking services, Clearing, Trade & FOREX, CMS Activities, IPO, FIG products, Government Business modules, Vendor & MIS management, compliance, and regulatory management, and handling NODAL complaints.
- Familiarity with the direct tax and indirect tax related matters.

WORK EXPERIENCE

AXIS BANK LTD   (AUG 2019 – NOV 2022)

Role-Business Analyst
Designation: Deputy Manager

Project 1: Corporate Relationship Management
Implemented a salary processing and vendor payment tool within the EPH software to enable simultaneous and error-free NEFT and RTGS payments for corporate customers. This solution streamlined the process, eliminating the need for manual processing of individual NEFT and RTGS transactions. The project was executed using Agile methodology to ensure efficiency and adaptability to evolving requirements.

Key Responsibilities:

- Collaborated with stakeholders and gathered requirements using **elicitation techniques** and created **User Stories** and **Acceptance criteria** and place them into **Product Backlog** using **JIRA**.
- Prioritize and validate the requirements using **MoSCoW** and **FURPS** techniques.
- Added User Stories into **Sprint Backlog** based on prioritization order.
- Collaborated with scrum team, product owner for deriving **BV, CP,** assisted product owner for creation of **DOR & DOD** checklist.
- Conducted **Sprint Planning Meeting, Daily Scrum (**meetings to know the progress of work on a day-today basis) **sprint review** and **retrospective meetings (**at the end of each **sprint)**
- Updated Stakeholders about the progress of the work through **sprint** and **Product burn down charts.**
- Participated in product planning and **UAT** to successfully deliver each sprint components.
- Build a relationship with customer and created a better experience for them. Suggested the right banking products suitable to the customers there by protecting the interests of the customers and manage relationship.

Project 2: Updation of TF Connect

Led the enhancement of the TF Connect forex software for ICICI Bank's wholesale banking division, facilitating online bank guarantee issuance for forex customers. This project involved digitizing manual bank guarantee processes, empowering customers with self-service capabilities, and integrating new features and filters into TF Connect.

Key Responsibilities:

- Conducted comprehensive analysis of existing forex software capabilities and customer requirements to identify areas for enhancement.
- Collaborated with stakeholders to gather and prioritize requirements for online bank guarantee functionalities.
- Worked closely with the technical team to translate business requirements into detailed Functional Requirement Documents (FRDs) and System Requirement Specifications (SRS).
- Designed and implemented new features and filters within TF Connect, enabling seamless online bank guarantee issuance and tracking.
- Conducted user acceptance testing (UAT) to validate software enhancements and ensure alignment with stakeholder expectations.
- Prepared and delivered training materials to internal teams and customers for the new TF Connect functionalities.

INDUSIND BANK   (JAN 2019 – JUNE 2019)

Role-Business Analyst
Designation: Deputy Manager

Project 1- Portfolio Management System (PMS)

Bridging the gap between stakeholder's expectations along with usability experience and available features in current system by bringing diverse investment instruments into single platform and ease out their management, based on waterfall methodology.

Key Responsibilities:

- Conducted **Enterprise Analysis** and prepared **Business Case Document** and conducted Stakeholder analysis & prepared **RACI Matrix.**
- Gathered requirements using **elicitation techniques** and prepared Business Requirement documents **BRD.**
- Translated **BRD** into Functional requirements Document **FRD**, collaborated with technical team and prepared **SRS** documents.
- Created **UML** Diagrams and **Prototypes to** describe the requirements visually using 3 tools **i.**e. **MS Visio, Axure and Balsamic**.
- Created and maintained **RTM** throughout the project.
- Assisted to the testing team by preparing **Test Case Scenarios** and ensured the **UAT** is successful.
- Preparing project closure report and signing off to client.
- Created an investment portfolio for the customer as per their requirements.
- Profound understanding of customer's needs and providing the required banking services and boost customer retention and satisfaction as well as enhance sales and improve business efficiency.

SOMENDRA SHARMA & COMPANY   (DEC 2017 – JAN 2019)

Designation: Auditor

- Conducted risk assessments and formulated audit plans.
- Performed external audits within the BFSI sectors
- Identified gaps in compliance, internal control systems & accounting procedures
- Prepared financial reports and communicated audit results to management

ICICI BANK LTD   (MAY 2015 – OCT 2017)

Role-Business Analyst
Designation: Senior Officer

Project 1 - **Vendor Management System Enhancement**
Enhanced the Vendor Management System within ICICI Bank's clearing house to optimize the management of cheque processing vendors across Delhi NCR. This project aimed to streamline and track vendor activities from cheque collection at branches to delivery at the clearing house, ensuring efficiency and compliance with service level agreements (SLAs).

Key Responsibilities:
- Conducted detailed analysis of current vendor management processes, identifying pain points and areas for improvement given the high cheque processing volume (5-10 lakhs daily).
- Collaborated with stakeholders to gather requirements for enhancing the vendor management system, focusing on activities such as cheque collection, sorting, bundling, and delivery.
- Introduced functionality to track vendor activities and progress, including query resolution, payment processing, and adherence to yearly contract terms.
- Implemented filters within the system to monitor vendor performance based on key metrics such as Turnaround Time (TAT) and quality of service.
- Designed and facilitated the integration of vendor payment workflows within the enhanced system.
- Ensured seamless transition and adoption of the updated vendor management system by providing user training and support.

Project 2 – E-Search Application
Led the development of the e-Search application at ICICI Bank's Clearing House, aimed at efficiently managing and tracking the daily volume of cheques (5-10 lakhs) from across Delhi NCR. The application automated cheque record-keeping, extraction, and status updates, significantly improving operational efficiency and customer service.

Key Responsibilities:
- Collaborated closely with stakeholders to gather requirements and define the scope of the e-Search application, focusing on automating cheque tracking and status updates.
- Drafted detailed Functional Requirement Documents (FRDs) and Business Requirement Documents (BRDs) outlining the application's features and functionalities, including cheque data extraction and real-time status updates (lodged, under process, realized, rejected).
- Developed solutions and workflows to extract cheque data from daily dumps, update cheque statuses promptly, and facilitate quick responses to branch inquiries.
- Managed project tasks and priorities effectively, ensuring alignment with stakeholder expectations.
- Utilized Agile methodology to prioritize and validate requirements using MoSCoW and FURPS techniques, fostering iterative development and responsiveness to evolving needs.
- Conducted comprehensive User Acceptance Testing (UAT) to ensure the application met business needs and performance standards.
- Provided post-implementation support, including training & manuals and gathered user feedback to ensuring smooth adoption and continued operational excellence.