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Career Objective:

Enthusiastic Business Analyst skilled in requirements gathering, Agile and Waterfall methodologies, project management, and database maintenance. Adept at bridging business needs with technology solutions, collaborating with cross-functional teams, and ensuring timely delivery of high-quality software products. Motivated to learn, grow, and excel in the IT industry.

Skills and Tools:

- ❖ Business Analysis: Requirement Gathering & Documentation Preparation
 - ❖ Project Management: Agile, Scrum & SDLC Methodologies
 - ❖ Stakeholder Management & Communication
 - ❖ UI/UX Collaboration and Design Alignment
 - ❖ Process Analysis (Workflow Optimization, Process Improvement & Reporting)
 - ❖ Data Analysis (Advance Excel, Tableau for visualization)
 - ❖ Modelling & Prototyping Tools (Draw.IO, Visio and Moqups)
 - ❖ SQL (MySQL, Microsoft SQL and basic query optimization)
 - ❖ JIRA (Task Management)
 - ❖ Testing & QA: Unit testing (JUnit), UAT support, bug fixing
 - ❖ Mobile/Web Application Development, Testing, Maintenance and Bug Fixing
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Professional Experience:

Citibank.

(August 2024 – Present)

Business Analyst

Online Accounting for an IT Organization

A cloud-based financial management solution designed for IT organizations, streamlining accounting processes, improving financial visibility, and managing transactions, payroll, and taxes.

- ❖ Collaborated with 10+ stakeholders to gather and document requirements, ensuring 100% alignment with project goals.
 - ❖ Analyzed 5+ workflows and processes, identifying improvement opportunities that increased operational efficiency by 20%.
 - ❖ Facilitated 20+ Agile ceremonies, including sprint planning, retrospectives, and daily stand-ups, to enhance team collaboration and deliver projects on time.
 - ❖ Coordinated with UI/UX teams to deliver 10+ design prototypes, ensuring alignment with business objectives and technical feasibility.
 - ❖ Authored and maintained comprehensive project documentation, including 4+ BRDs, 3+ FRDs, and weekly progress reports, ensuring clarity for all stakeholders.
 - ❖ Conducted Unit Testing with Junit and collaborated with Testing Teams.
 - ❖ Acted as a communication bridge between business and technical teams, reducing miscommunication errors by 15%.
 - ❖ Reviewed and validated 50+ SQL queries, ensuring 99.9% data accuracy in database-related activities.
 - ❖ Helped the testing team, took feedback from the client, and fixed issues before the project was launched.
 - ❖ Utilized tools like JIRA to manage tasks, update project statuses, and maintain documentation, achieving a 100% on-time project delivery rate.
 - ❖ Participated in daily SCRUM meetings.
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Clover Infotech Pvt Ltd**(June 2023 – July 2024)****Senior Software Engineer**

The Auto Payment Processing (APP) functionality was introduced in the insurance sector in 2016/2017 to streamline payment transactions and enhance policy validation processes.

- ❖ Facilitated stakeholder discussions and documented business workflows to support the transition from Legacy-Pay to Razor pay Gateway, improving transaction efficiency.
 - ❖ Designed user flows and wireframes in collaboration with the UI/UX team to ensure a smooth payment experience for customers.
 - ❖ Prepared Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) to clearly define scope and system behavior.
 - ❖ Worked closely with the API integration team to validate third-party payment flow and resolve integration issues.
 - ❖ Collaborated with cross-functional teams to ensure seamless integration of policy validation within the payment processing solution.
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Mativel Solutions Pvt Ltd**(May 2021 – June 2023)****Jr Business Analyst**

AAL was introduced in the UK in 2014/201 to facilitate real-time account loading and entitlements during the transition from BIB to HSBC GroupNet

- ❖ Gathered and analyzed business requirements for real-time account loading functionality.
 - ❖ Participated in daily stand-up meetings and sprint reviews to track progress and ensure timely delivery.
 - ❖ Coordinated with developers and testers to clarify requirements and resolve queries during the development lifecycle.
 - ❖ Communicated with stakeholders to gather feedback and ensured proper implementation of change requests.
 - ❖ Assisted in documenting functional and non-functional requirements, ensuring alignment with business needs.
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Certifications:

- ❖ Certified Business Analyst
 - ❖ Certified in Software Development (Core JAVA , J2EE/JDBC, SQL & Agile)
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Experience :

Business Analyst
Citibank

Present
Pune, India