



# Arpit Shrivastava



 **Contact:** +91-9425719230

 **Location:** Greater Noida

 **LinkedIn:** <https://www.linkedin.com/in/aks2000/>

 **Email:** ak\_shrivastava2000@yahoo.com

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## Objective

Seeking a position to utilize my business analyst experience, IT expertise, people skills, and enthusiasm in an Industry that offers to enrich my knowledge and enhance my experience while being imaginative in achieving organizational objectives.

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## Profile

Spirited Functional Consultant with exceptional attention to detail and exemplary client engagement skills. Dedicated professional with more than 12 years spent designing software systems to exceed. Having end-to-end Business Analysis experience in the IT and Financial Services industries (Banking); expertise in full software life-cycle implementation, business analysis, testing, cut-over & migration, go-live assistance, and post-implementation support. project expectations.

## Certification

Scrum Master, UI Path RPA Business Analyst, BA Certification (RBS and NTT Data), Power BI

## Skills

Business Analysis, Business Data Analytics, Agile Methodology, Customer Advocacy, Data Visualization, Requirement Gathering, Problem-solving, Communication, Process Initiatives & Controls, Process Excellence, Gap Analysis, Design, Development, Support, Documentation, Stakeholder Management, Implementation and Maintenance.

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## Professional Experience

### NTT Data Service, Noida

**Since Jan 2022**

#### Industry Consulting Manager

Working as a Consultant/Business Analyst for **Allied Irish Bank** along with the Scrum team by conducting workshops for defining As-Is and To-Be analysis for identifying, and implementing changes in then incrementally improving process

**NTT DATA**  
Services

#### Role & Responsibility

- Working in a Scrum team environment and participating in backlog review and Sprint planning sessions, following agile methodology with various internal stakeholders belonging to different companies.
- Understand the business requirements, identify gaps in different processes, and implement process improvement initiatives across the business improvement model such as moving processes from paper to paperless or automating the process.
- Having communication and interpersonal skills to interact with senior management regarding the implementation of changes
- Evaluated the functionality of existing software systems to assess opportunities for improving workflow and/or providing other efficiencies. Leading analysis through research-gathering and data analysis, presenting a range of data-driven solutions and defining road maps for improvement
- Created Business Requirement document (BRD) and Functional Requirement document and maintained the Requirement Traceability Matrix (RTM) related document.

**Technology Used:** Microsoft products (Excel, Access, Visio, etc.), JIRA, IBM BPM workflow management, Blueworks

#### Significant Accomplishments

- Successfully decommissioned a legacy system, which were having *c110 service* of Core, Payments, Deposit, and Customer Services.
- Digitalization is done for the KYC processes of the corporate/business account opening process and reducing time by *5 days*.

### NatWest Group (Royal Bank of Scotland), New Delhi

**Dec 2015 - Dec 2021**

#### Lead Business Analyst

As a Business/Project Analyst of in-house team by conducting gap analysis on existing processes and potential alternatives.



#### Role & Responsibility

- functioned as BA of Scrum team environment and participated in backlog review and Sprint planning sessions, following agile methodology.
- Collaborated and negotiated with stakeholders in defining project scope boundaries.
- Performed To-Be analysis by identifying, validating, and implementing changes to incrementally improve process efficiency and effectiveness.
- Understand the business requirements, identify gaps in different processes, and implement process improvement initiatives across the business improvement model or strategic direction.

- Developed business solutions defining KPIs, reports, goals, and dashboards
- Risk Mitigation - Facilitating risk meetings with government entities
- Migrating processes from one country or team to another team, keeping governance and checks intact, but keeping the scope of learning processes and automation open. Also, informing internal stakeholders.

**Technology Used:** Microsoft products (Excel, access & Visio etc.), Plainview, P3, Tableau

#### Significant Accomplishments

- Successfully implemented a billing engine for large commercial customers having negotiated tariffs and special services. Mitigating risks of billing worth *16 mil pounds* each quarter.
- Successfully implemented Change in Cheque clearing process and HOCA opening process under *continuous improvement*
- Drive *paper to paperless*, initiation for the Billing process, which was one of the visions of the company
- Drive a CSR future-ready *teaching program for underprivileged kids* under the program “Disha”.

#### Ramco Systems Ltd.

Senior Business Analyst, India

Business Analyst, South Africa

Business Analyst, India

May 2011 - Nov 2015

Jan 2015 – Nov 2015

Aug 2013 – Dec 2014

May 2011 – Jul 2013



Worked as a business analyst at offshore (Chennai) and onsite (Durban & Krugersdorp), consulting with the Municipal Government for Revenue Management Systems product, which was a e-Governance solutions to municipalities as a part of their smart city initiatives, especially aimed at customer (Citizens) data management, Utility requests, billing, debt and asset management.

#### Role & Responsibility

- Acted as a single point of contact for various modules between offshore and onsite.
- Gathered functional requirements and mapping it to the product, as well as analyzing the impact of new changes. Consult strategy by coordinating with the in-house and external interface team.
- Accountable for examining, investigating, and explaining key movements and trends in data, highlighting exceptions, and providing crucial decision-making inputs to management. Skillfully understood changes raised by the business and helped the development team to understand the changes. Developed the system by providing business rules.
- Accountable for performing various testing such as functional testing. beholden for providing support for user acceptance training sessions and Day-to-day job training.
- Designing/ Wireframing the UI and prototyping it by creating and uploading business rules using Ramco product
- Handled document change requests and helped the development team understand the changes.

**Technology Used:** Microsoft products (Excel, Access & Visio, etc.), IBM DB2, and Ramco products on the cloud.

#### Significant Accomplishments

- Successfully implemented process enhancement initiatives through measures such as Property tax projection within **4 minutes** that resulted in planning municipal budget efficiently for Mogale city,
- Reconciliation process & monitoring of receipt received at the counter which minimized the turnover time of collection and reduced the loss of municipality by 75%.
- Received an appreciation letter from 5 Business champions for contribution to testing and business processes in Durban.

#### Education

**Post-Graduation Diploma in Management (IT & Marketing), 2011, First Division**

Balaji Institute of Modern Management, Pune

**Bachelor of Engineering (Information Technology), 2008, First Division with Hons.**

Maharana Pratap College of Technology, Gwalior

**XII, 2004, First Division**

Kendriya Vidyalaya No. 1, Indore, C.B.S.E Board

**X, 2002, First Division**

Kendriya Vidyalaya No. 1, Indore, C.B.S.E Board

#### Recognitions

- Received Silver and 2 Bronze ovations for successful standardization of the billing system in RBS.
- Received 2 Living Our Values awards in RBS for working together & customer satisfaction.
- Recognized by the client for contributions towards the “Train The Trainer” activities at E-Governance in March 2014 at Ramco
- Organized/ conducted training programs in eThekwin Municipality areas for Municipal Process which improved the understanding of native people about municipality working.
- Functioned as a Student Counselor in PGDM and Vice-captain of the school house.