

ABHINAV GUPTA

**Business Analysis | Strategic thinker |
Team Builder | Product Owner**



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Core Competencies

- ❖ Requirements Analysis / Gap Analysis
- ❖ Business Analysis / Project Management
- ❖ Stakeholder Management
- ❖ Strategic Planning / Process Excellence
- ❖ Problem Solving
- ❖ Communication Skills
- ❖ Agile Methodologies:
- ❖ Capital Market / Business Growth
- ❖ Database Management

Skills

Analytical Thinking and Problem-Solving

Process Improvement, User Experience,

Product Lifecycle Management,
Competitive Analysis, Google Analytics,
Power BI, SQL

Soft Skills



Academic Details

- **2005:** Master of Computer Science (MSc) from MDU University.
- **2003:** Master of Computer Application (MCA) from ITM, Gurgaon, Haryana.
- **2000:** B.Sc. Physics (Hons.) from HNB Garhwal University.

Career Objective

15 years of experience across **BFSI and IT domains**. Expertise in **Wealth Management, Asset Servicing, Asset Management, Insurance (Superannuation), UK Pensions**. Business intelligence entail **Capital markets, Investment and Commercial banking**. I am deeply passionate about creating innovative solutions that solve user needs and drive business growth.

Profile Summary

- Constant Client Interactions to understand their business processes, develop scope and vision documents.
- **Liaison among stakeholders (business, technology, PM and test) for requirements communication, consensus and acceptance; review test artifacts; product demos to business teams.**
- Expertise in managing end-to-end Digital Transformation Project delivery for product enhancement related activities.
- Lead & Facilitate Scrum events - sprint planning, daily scrum, sprint review, sprint retrospectives & estimation.
- Collaborating with internal & external stakeholders to translate business requirements into user stories for development team.
- **Skilled in Business Requirement Elicitation & Management, Backlog Grooming, User Acceptance, User Stories.**
- Organize & Lead Requirement Elicitation meetings using techniques like Interviews, Observation, Interface Analysis, Document Analysis, Brainstorming Sessions and Workshop.

Strengths

- 🌱 **Strategic Thinker:** Utilized strategic thinking to increase product efficiency by 20% in previous role at Westpac Bank (via Genpact).
- 🌱 **Collaborative Team Member:** Helped improve team cohesion resulting in a 15% increase in productivity at HSBC Bank (via Genpact).
- 🌱 **Quick Learner:** Efficiently mastered new software tools in less than a week, increasing work output by 30% at AT&T-USA (Via TechMahindra).

Work Experience

**Dec'21 - Till Date | Manager Business Analysis
Mercer Consulting India Pvt. Ltd.**

Growth:

Dec'21 - Dec'22: Group Manager ANZ
Implementation for Benefits -
Superannuation



Dec'22 - Till Now: Group Manager
Implementation for Benefits - UK Wealth

Responsibilities:

- **Preparation of BRD (Businesses Requirement Document) and FSD (Functional Specification Document), and Write User Stories.**
- **Participate in User Story sizing and test effort estimation. Investigate and drive Business Change Requests.**
- Understand, investigate core application system issues raised and liaise with appropriate parties (internal / external) for the successful resolution of issues within expected time of customers.
- Liaison between Testing team and Development teams for Defect resolution.
- Preparation of Business Use Cases.
- Total management of Defect reporting and test Execution status for all phases /cycles in testing.
- Responsible for New Product Innovation and Development from **Market and Competitive Analysis, User Journey Mapping, Product Definition and UX Design to Development**
- Leading the **Strategic Road-map** for existing products, and grooming and prioritizing the Product Backlog
- Conduct Gap Analysis to define the scope and complexity of change creating User Stories, Epics/Acceptance Criteria/Business Documentations in the Product Backlog (Jira).

Areas of Expertise

Overall Expertise

- Business Analysis / Product Owner / Test Management, Business Cases Testing: Hands-on experience in providing solutions for web applications (KYC / AML) and Business intelligence entail Capital markets, Investment and Commercial banking

Leadership International Experience

- Worked at client location for 2 years as Test Manager / Onsite-coordinator, USA Hoffman state and St. Louis, MO.

- Support agile project teams as needed to ensure team goals are met.
- Requirement Gathering, Requirement Analysis, Business Process Mapping, and Product Demonstrations
- Able to identify client's business needs and current practices.

Mar'14 – Dec'21 | Sr. Business Analyst / Product Owner Genpact, Products: riskCanvas, Fenergo, GMOP

Responsibilities:

- **Supported agile project teams** as needed to ensure team goals are met; led to Requirement Gathering, Requirement Analysis, Business Process Mapping, and Product Demonstrations
- **Worked on identifying client's business needs and current practices;** focused on preparation of BRD (Business Requirement Document) and FSD (Functional Specification Document), and Write User Stories.
- Identified **improvement opportunities leading to a 10% increase in product performance.**
- Participated in **User Story sizing** and test effort estimation. Investigate and drive Business Change Requests.
- Using **Power BI for Data Visualization, Data Integration, Data Analysis, Real-Time Data Monitoring, Collaboration** and Sharing.
- Conducted regular **competitive analysis and shared insights with the product team.**
- Collaborated with the marketing team for **product positioning resulting in a 15% increase in market share.**
- Reduced **project timeline by 30% by streamlining processes** and increasing team efficiency.

Previous Experience

Jan'11 – Dec'13 | Test Manager / On site –Coordinator Tech Mahindra Americas, USA

Jun'06 – Dec'10 | Team Lead Tech Mahindra Ltd., Noida

Personal Details

Languages: English, Hindi | **Date of Birth:** 12th April, 1979 | **Passport No.:** P2609558

ANNEXURE

Product Consultant / Business Analyst | Mar 2014 – Sep 2015

Equity & Options (Morgan Stanley- USA), Genpact Headstrong Capitals Market – Noida India.

Description:

Morgan Stanley is an American multinational financial services corporation that, through its subsidiaries and affiliates, provides securities products and services to customers, including corporations, governments, financial institutions, and individuals. The company operates in three business segments: Institutional Securities, Global Wealth Management Group, and Asset Management.

Technologies:

- Environment: Mainframes, Client Server and Java Based Applications.
- Tools: Client Provided Web Based Application, Quality Center, SQL

Product Consultant, Business Analyst - Genpact Headstrong Capitals Market – Noida India.

GMOP: LOS (Lending Operation system) – Mortgage Services –UBS Bank USA.

Oct 2015 – Dec 2016

Description:

Phoenix is LOS (Lending Operation system) and helps in mortgage industry, it comprises Sale, Processing, Underwriting, and Closing, funding and shipping.

- **Sales/MB** – Helps in getting Leads and process further and also via client portal – send Initial disclosure to client/borrower.
- **Processor** – Processing the loan and verify what all filled by MB in order to take loan further.
- **UW** – UW plays critical roles and verifying all required conditions from property taken, Fee Mgmt., Change of circumstances and insures various checks/validations per compliance per US regularity.
- **Closer** – Closer deals with what all accomplishment done by MB, PROC and UW and generates closing disclosure which in turn sent to borrower from client portal.
- **Funder** – Helps in wiring TO and From bank.
- **Shipment** – Shipper fulfills all required formalities related to shipment and connect to USPS for shipment.

Technologies:

- Environment: Microsoft CRM.
- Tools: JIRA, Quality Center, SQL

Lead Business Analyst / Product Owner- Feb 2017 – Oct 2019
Fenergo (HSBC) – Capital Markets – UK London. Genpact Headstrong Capitals Market – Noida India.

Description:
Fenergo is a Client Lifecycle Management tool (Client On boarding & Product On boarding) focused on legal entity data management, regulatory compliance and client on boarding workflow for Investment, capital market and private banks. Currently working for financial institutions to ensure global compliance with regulations such as KYC, AML, FATCA and global OTC derivative regulations (Dodd-Frank, MiFID, EMIR, Canadian & APAC deriv. Rules) whilst significantly reducing operational costs across regulatory on boarding processes.

- Technologies:**
- Environment: Microsoft CRM.
 - Tools: JIRA, TFS , SQL

Lead Business Analyst / Product Owner - Oct 2019 – December 2021
(Westpac Bank Australia) - riskCanvas

Description:
Westpac Banking Corporation, commonly known as Westpac, is an Australian bank and financial services provider headquartered at Westpac Place in Sydney. It was established in 1817 as the Bank of New South Wales and on 4 May 1982 merged with the Commercial Bank of Australia (founded in 1866), becoming the Westpac Banking Corporation in October the same year.

- Technologies:**
- Environment: Microsoft CRM.
 - Tools: JIRA, TFS , SQL

Test Manager | WFM-WRT (WIT MW) - AT&T - USA
Oct 2011- March 2013 | Techmahindra, USA , Saint Louis, Missouri

Description:
The project is Testing of AT&T’s **Wholesale Ordering System**, which is designed to accept requests from Competitive Local Exchange Carrier’s for Unbundled Network Elements (UNEs) and Resale Services and then manage the information required to fulfill those requests. LASR is the central most system and is based on the Local Service Ordering Guideline (LSOG), and Local Service Ordering Requirements (LSOR). LASR is part of ATT’s Operational Support Systems (OSS). Through a graphical user interface (GUI), Local Service Centers can view and manage the requests that flow through LASR.

Technologies:

- Environment: Mainframes, Client Server and Java Based Applications.
- Tools: QMF for Windows, WEBLEX, LASR GUI and Synchronoss Validator.

QA Test Lead | WFM-WRT (WIT SW) - AT&T
Oct 2006- Oct 2010 | Techmahindra, Noida

Description:
The project is Testing of AT&T’s **Wholesale Ordering System**, which is designed to accept requests from Competitive Local Exchange Carrier’s for Unbundled Network Elements (UNEs) and Resale Services and then manage the information required to fulfill those requests. LASR is the central most system and is based on the Local Service Ordering Guideline (LSOG), and Local Service Ordering Requirements (LSOR). LASR is part of ATT’s Operational Support Systems (OSS). Through a graphical user interface (GUI), Local Service Centers can view and manage the requests that flow through LASR.

Technologies:

- Environment: Mainframes, Client Server and Java Based Applications.
- Tools: QMF for Windows, WEBLEX, LASR GUI and Synchronoss Validator , SQL.