



AKHILESH TIWARI

LEAD BUSINESS ANALYST

SUMMARY

Highly ambitious IT business analyst with more than 10 years of experience into Retail Banking and BFSI domain. Worked in Waterfall and Agile methodology projects. Hands-on experience with Client interaction and understanding their business needs. An energetic, self-motivated team member with hands on experience in business analysis, requirements gathering, application integration, customization and team handling also analyzing processes and procedures and designing and implementing solutions.

SKILLS

- Client management.
- Team Handling.
- Requirement Gathering, requirement elicitation and requirement documentation.
- Prioritize requirement and create product backlog.
- Wireframes.
- Agile and Waterfall Methodologies, Agile Scrum.
- Workflow Diagrams.
- Gap Analysis.
- User Acceptance Testing and test case review.
- Interpersonal and communication skills.
- Business analysis and Business development.
- Retail Banking/BFSI and Insurance domain.
- BRD, FRD, Use case, User stories, Field Matrix.
- Strong analytical and organizational skills.
- API Integration.
- Software Development Life Cycle (SDLC).

WORK EXPERIENCE

Yes Bank Ltd.

Lead Business Analyst.

12/2016 – 04/2024.

- Seasoned Business Analyst offering to Ten years of experience in Banking and BFSI Domain.
- Presented business process workflows to management and end user.
- Attended sprint planning meetings and work towards defining the sprint items along with the product stakeholders.
- Working knowledge of products like Banking and Insurance.
- Conduct day-to-day project coordination, planning, and implementation across multiple teams.
- Ensure issues are identified, tracked, reported on and resolved in a timely manner.
- Interacting with the technical team to ensure that the requirements are clear.
- Collaborated with cross-functional teams to implement operational improvements and business strategies.
- Organized and participated in all Agile practices.
- Handling changes requests, getting approval, impact analysis, maintaining CR log, follow-up with internal stakeholders ensuring delivery on time.
- Conducted Gap Analysis

ICICI Bank Ltd.

Sr. Business Analyst.

09/2014– 09/2016.

- Experience in gathering requirements, proposing solutions until the requirements get freeze.
- Clear understanding of Software Development life cycle (SDLC) and process oriented. Experience in both agile and waterfall methodologies.
- Working knowledge of products like LMS.
- Documentation: BRD, FRD, Workflow Diagrams, Use Cases, Wireframes, User Stories.
- Requirement analysis- Gap analysis.
- Good knowledge of requirements elicitation, requirement documentation, use case definition.
- Performed test case reviews and demonstration, assisted UAT testing.

TOOLS

- Axure.
- JIRA.
- MS Visio.
- MS Office.
- Flex-Cube.

PROJECT

Yes Bank Ltd.

- Loan in Second (LIS).
- CASA System (Accounts).
- Escrow System (New Business).
- M Pro (Max Life).

ICICI Bank Ltd.

- Loan Management System.
- Customer Onboarding.

CERTIFICATIONS

- IRDA
- AMFI-VA

CONTACT

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IIFL Finance.

Asst. Territory Manager

01/2013 - 09/2014.

- Conducted regular market assessments to stay current on trends and maintain readiness for changes.
- Established budgets for programmed activities and controlled expenditure to meet targets.
- Evaluated sales and service processes to generate targeted improvement strategies and increase revenue opportunities.
- Managed team of 30 staff, driving performance with motivational strategies to exceed sales targets.

IndusInd Bank.

Customer service manager

03/2011 - 12/2012

- Executed data-driven sales and marketing strategies to boost revenue.
- Planned staff roster to meet customer needs whilst remaining under budget.
- Organized continuous facilities cleaning, minimizing risk and maintaining professional appearance.
- Recruited customer service team members and mentored in company policies and best practices.

HSBC.

Assistant service manager.

11/2007 - 03/2011

- Prepared professional business correspondence on behalf of senior staff and organization.
- Assessed daily operational needs and requirements and used team meetings to encourage staff goal-achievement.
- Analyzed customer feedback and trends to drive process improvements.
- Resolved complex issues with strong analysis and investigations.

EDUCATION

SRK University
M.A (Psychology) 78%.