

Divya R

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PRODUCT ANALYST

A consummate and dead line oriented professional with **7 years of corporate experience as Product Analyst, which includes 3 years of expertise in Software Testing**. Multitasking ability to be cogent and perspicuous, to prioritize work and manage complex projects under combative timelines; Easy collaboration skills with teams to derive best outputs; Tendency to thrive in traumatic and fluid environments while remaining highly utilitarian; Notably ethical, plausible and strategic.

- ✓ Currently working as **Product Analyst** with Finastra since 2018.
- ✓ Voluminous experience in Banking domain, Procure to Pay lifecycle, CRM (Opportunity to Order lifecycle) Solutions which includes Order to Collection life cycle as well; Asset management Solution (Hire to Retire lifecycle), Corporate Travel Solutions, Human Resource Solutions, Learning Management Solutions and various workflows developed using SharePoint framework.
- ✓ Exposure to multiple business domains like Banking, Procurement, Sales, Finance, HR, Corporate Travel & Enterprise Asset Management Solutions.
- ✓ Capable of Product trainings during implementation phases.
- ✓ Very strong logical, analytical and problem solving skills. Excellent communication, client interaction skills and highly evolved in handling teams within.
- ✓ Expertise in creating SQL queries for accessing data from the database, verifying, and validating the backend components.

EMPLOYMENT HISTORY

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|--------------------------------|---------------------------|
| 1. iGATE Global Solutions | (August 2011- April 2014) |
| 2. IBS SERVICES PVT LTD. India | (May 2014- March 2018) |
| 3. FINASTRA | (March 2018- Till Now) |

ROLES AND RESPONSIBILITIES - FINASTRA

- Elicitation of requirements for the upcoming releases of Credit Quest.
- Following the Kanban methodology for Agile processes.
- Knowledge about the new 'Home Mortgage Disclosure Act (HMDA)' and its acquaintances with our lending software.
- Involved in Telemetry project for CreditQuest, which can enable automatic collection of data from real-world use. Telemetry is what makes it possible to collect all that raw data that becomes valuable, actionable analytics. Implementation of telemetry for analysis of application usage, DB query response time, errors and logs.
- Analysis and fixing of L3 defects raised by customers in the CRM portals.
- Involved during the requirement and implementation of the Current Expected Credit Loss (CECL) regulation introduced in the US banks. The proposed system was to accommodate the Cohort model for calculating the loss rates of a financial institution.
- Converting the high-level requirements into user understandable user stories in Agile Central.
- Planning and estimation of user stories.
- Discussion with the onsite product teams to agree upon the requirements, before getting the sign off.

- Walkthrough of the user stories to the technical teams for better knowledge about the requirements.
- Creation of screen wireframes in order to suffice the understandability of the technical teams.
- Key participant in daily scrums, addressing of team clarifications and concerns.
- Product demo to the Product Management Strategy teams and other implementation team members (US and India) for better information on the system level changes and the new requirements.
- Product demo for the clients (demo for the Credit Analyst teams of the US banks)
- Key role in attending the UAT sessions along with the customers and offline coordination to complete it on time.
- Involved in reviewing and finalizing the Release notes before they are circulated to a wider audience.
- Participant of Cross Product Training sessions within the Lending org. in Finastra.

ROLES AND RESPONSIBILITIES- IBS

- Understanding clients' requirements and conducting extensive research on a variety of research/consulting projects
- Develop knowledge on research topic and collation of intricate details to build solutions as per requirements.
 - Data collection – primary and secondary
 - Data collation and analysis
- Perform fit and gap analysis and impact analysis in order to understand the space between the current and the future state.
- Participating in brainstorming sessions for problem structuring, issue analysis & decision tree analysis, hypothesis building & validation, development of insights and recommendations throughout the project. Discovery and sound interpretation of product owner specifications and creation of Requirement Specification Document.
- Strong knowledge of STLC and SDLC. Thought process on high level scenarios and fragmentation of each scenario to bring full coverage on the test environment; Self and Peer reviewing of test deliverables.
- Involved in process training for new employees on ERP processes such as Purchase order creation, Goods receipt acceptance, Receipt creation, Invoice generation in OeBS.
- Analysis and extravagant involvement in Business Intelligence reporting of the finance application.
- Spearhead planning procedures and sessions and knowledge transfer for team mates/new joiners and preparation of Knowledge Management documents for future references.
- Supported product rollouts across multiple code releases.
- Worked with on- and off-site quality assurance teams to coordinate product implementation along with testing of multiple versions of company software, taking into consideration unique geographical locations and browser platforms & worked closely with application development team to support UAT and Production releases.

ROLES AND RESPONSIBILITIES- IGATE

- Analyze User Requirements and Specifications and develop Test Plans and Test scenarios.
- Co-ordination with cross team to get the project requirements, gather and communicate the project status to the off shore team.
- Worked closely with the Business Analysts, Developers, and Database Architect in identifying the outstanding Issues in User Requirements and Specifications.
- Created and executed test Scripts using QC for System, Integration and Regression testing.
- Prepared status summary reports with details of executed, passed and failed test cases.
- Made extensive use of Quality Center to create and maintain documents such as test plans, test execution and test results documents.
- Provided reliable, timely support of integration, performance and user acceptance testing processes.
- Maintained Requirement Traceability Matrix to track requirements, defects and test results during the QA Testing Phase.

PROJECT HISTORY

- **CreditQuest** is a suite of software products that are built around the unique needs of commercial credit management. It brings financial analysis, portfolio management, executive reporting, rating model administration as well as workflow management together in a collaborative, scalable system. Improves efficiency throughout the entire credit life cycle. Centralizes data from many sources, automates routine tasks and contributes to overall credit risk management.
- **iWise** is the complete Business Management Solution Suite of IBS which pertains to all IBS business aspects. The complete Opportunity to Collection cycle is taken care of. Beginning from the Sales of a product until the Invoicing and Collection phase is completely automated within the system. Forecasting for the forth-coming years is also done through the system. Various accounts are managed within the system with various hierarchies of users involved in the activities. Roles of people using the system include Salesperson, Business Finance Managers, LOB Owners/Heads, Account Owners, Financial Analysts, and Service Delivery Managers etc.
- **Microsoft Business Intelligence Reporting** helps the users to draw reports across various aspects like Revenue, Cost, Business performance, Pipeline deals, PnL of the company, Performance turnovers, Monthly, Quarterly, Annual progress in contracts and business opportunities. HR reports such as leave trackers, Attendance regularization, Effort tracking etc. are also drawn.
- **iRequisition** is a procurement initiating tool used within IBS that undergoes various levels of approval as defined in the authorities' manual. Post all approvals of the workflow the request are ported to OebS to follow with the Purchase Order and receipt creation processes. The tool is base of any expense claims that is done in the expense management tool within IBS.
- **Asset Management** involves gathering detailed hardware and software inventory information which is then used to make decisions about hardware and software purchases and redistribution by capturing of asset information starting from receipt acceptance till entering and managing the details within the Asset DB. This tool gives a holistic view of the inventory/repository of organizational assets.
- **Common Planning System** is a Web Application which allows the end user to plan and forecast their Monthly budgets for Motorcycles. This also allows the end-user to have a final proposal of what will be allocated for them at confirmation. The application will be used by the Honda Genpo, dealers and HME's for their sales planning, Niguri, short term Niguri and Tanki calculation of motor cycle and common stock products.
- **Learning Management System (LMS)** is a software application for the administration, documentation, tracking, reporting and delivery of e-learning Reports
- **HR Web Application** project is a HR management system which has many inbuilt applications like eComp to calculate the compensation for an employee, EMS for the employee appraisal process, MyOrg to manage the organizations performance and MyGoals for creating the performance goals for the employees. RSS and URS for the employee recruitment process.

ACCOLADES

- Received several appreciations from the GE Heads for good testing performance for HRM solutions.
- Appreciation for being the Department Champ for streamlining the testing activity in the Business Intelligence area and also for being proactive in suggesting changes which added value for the reports.

EDUCATIONAL BACKGROUND

- Pursuing Master of Computer Application IGNOU University, Bangalore.
- Bachelor of Computer Application, affiliated under Calicut University