

Vipin Prabhakar

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BUSINESS ANALYST

An exemplary and accomplished professional with more than **7 years of corporate experience in Business Analysis and 2 years of experience as Hardware Engineer**. Persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; Multi-tasking ability to sketch the plan, collate information, prioritize the work and manage complex projects under aggressive timelines; Tendency to thrive in dynamic and fluid environments while remaining pragmatic and focused; Highly ethical, trustworthy and discreet;

- Currently working as a Business Analyst with IBS Software Services Pvt Ltd.
- Extensive experience of over **7 years** as **Business Analyst** in Banking domain (Lending/Mortgage Solutions), CRM Solutions (Opportunity to Order), Finance Solutions (Order to Cash), Corporate Travel & Asset Management Solutions.
- **Exposure to multiple business domains:** Commercial Lending Solutions, CRM Solutions, Corporate Travel Solutions, Green Technologies, SharePoint Applications and Consumer durable industries.
- Capable in **Product training** during implementations.
- Excellent communication and **client interaction** skills and highly evolved in handling teams within.
- Exposure of working in various process modeling methodologies to improve the quality of the requirement specifications.
- Hands on experience in MS-SQL on investigating the intricate details during data analysis/project support.

EDUCATIONAL BACKGROUND

- B. TECH, Information Technology, Kerala University, Kerala 2009.
- Board of Intermediate, Kerala University, 2005

EMPLOYMENT HISTORY

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| 1. Artin Dynamics Pvt Ltd. India | (July'09 - Aug'12) |
| 2. Envigo Technologies Pvt Ltd. India | (Sep'12 – Dec'13) |
| 3. IBS Software Services Pvt Ltd. India | (Dec'13 – Feb'18) |
| 4. Finastra | (Feb'18 - Present) |
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KEY DELIVERABLES (FINASTRA)

- Handled the requirement collection for three teams – Lending, Broker and Express.
- Converting the high-level requirements into user understandable user stories in Agile Central.
- Preparation of Business Requirement Document including all the intricacies of the to-be system.
- Team level planning of user stories and estimation of user stories that includes both Dev and QA teams.
- Discussion with the onsite product teams to finalize the requirements, before getting the requirement sign off.
- Walkthrough of the user stories to the technical teams to transfer the knowledge
- Creation of screen wireframes in order to bring a clear pictorial representation of the proposed system.
- Key participant in daily scrums, addressing of team clarifications and concerns.
- Product demo of the change requests implemented in the system to the Product teams and other product-interested audience.
- Key role in performing the BAT testing, later involved in UAT sessions along with the customers.
- Involved in Smoke testing of the production environment to ensure correctness.

PROJECTS HANDLED

Canadian Mortgage Technology (CMT): CMT is Finastra's solutions for lenders and brokers that streamline the mortgage process. Fusion Filogix Expert, a web-based solution designed to simplify the mortgage application process, brings together a network of more than 80 lenders and over 14,000 mortgage sales professionals for more efficient deal throughput. Fusion Filogix Express is a mortgage underwriting solution that helps lenders remain competitive and responsive to their mortgage sales network, while ensuring compliance with their credit risk policies.

KEY DELIVERABLES (IBS)

- Understand requirements from the Customers on any new Projects/Change Requests.
 - Analyze the specifications to understand the gaps of the current systems. Provide solutions already available in the current system, else propose alternates.
 - Document the requirements from the customer as SRS/Business Use Cases and System Use Cases including UI Framework designing and detailed attributes-to-be-captured at each screen level.
 - Involved in daily meetings with the technical managers and development test leads regarding the schedule, resource management and activities tracking.
 - Identifying the risks, prioritizing them and communicating the analysis to the team so as to foresee perilous events.
 - Review of test deliverables to verify the liaison between the requirement specifications and the test scenarios.
 - Spearhead planning procedures, sessions, and knowledge transfer for team mates/new joiners.
 - Preparation of Knowledge Management documents for future references or new hires.
 - Supported product rollouts across multiple code releases.
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- Multiple Sessions for Customers, Project Team before finalizing the solutions.
- Perform functional testing and assist Customers with the User Acceptance Testing.

PROJECTS HANDLED

- **Corporate Travel Solutions (iTin):** A complete solution starting from travel planning to claim expense. The tool supports User Travel Planning, Expense Advance Requests, Pre Approvals, Advance Amount Finance Processing, and Multiple Travel Service Provider access, Travel Department, Ticketing, Invoicing and Reconciliation.
- **Business Management System (iWise-Opportunity to Cash Flow):** The complete Business Management Solution Suite of IBS which pertains to all IBS business aspects. Beginning from the Sales of a product until the Invoicing and Collection phase is completely automated within the system. Forecasting of Revenue/Invoicing/Costs for the future month/year(s) is also done through the system. Various accounts are managed within the system with various hierarchies of users involved in the activities.
- **Asset Management** involves gathering detailed hardware and software asset information which is then used to make decisions about inventory purchases and redistribution by capturing of asset information starting from receipt acceptance till entering and managing the details within the Asset DB.
- **Multiple SharePoint Workflows**

KEY DELIVERABLES (EMVIGO/ARTIN)

- **Business Artifacts** like Use cases, UI Framework Designing, Scope Document, Software Requirement Specification, User Manual, installation guidelines (Software), instruction Manual (hardware), POC reports have been key deliverables.
- **Training** for Clients/Distributors was necessary for the company's flagship product SPARA since it was first of its kind. SPARA is India's first AI based Power management solution for computers. Remote support has been given to global customers.
- Onshore and Offshore trainings have been given to clients to educate them on the core functionalities of the product.
- Managing projects to ensure timely delivery, quality and endurance.
- Was indulged in mini **implementation** of the product as proof of concept at customer locations.
- **Coordinated multiple campaigns** conducted by Emvigo Technologies as a part of their Green Initiative at Delhi, Mumbai, Pune, Indore, Chennai, and Trivandrum

PERSONAL DETAILS

Date of Birth : 21st April 1988

References : Available on Request
