Archana G Thakur

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Senior Project Manager & Lead Business Analyst

A highly skilled, solutions driven, client focused professional with substantial experience in both individual and team Lead roles in IT consulting across multiple geographic locations of North America, The United Kingdom and India. Deep experience in Project management of cross functional, multi-unit and multi-geo projects both on Process and Technical sides of the business. Experienced in requirements management and implementation of large-scale process improvement projects in financial services. Experience in the roles of Product owner, Project Manager and Lead Business Analyst with end-to-end SDLC experience in Agile environment. Strong client facing and vendor management skills, ability to handle multi-geo stakeholders in onsite offshore model in Agile environment. Experience in managing complex deliveries, extensive experience as Scrum Master at Project and Program level.

Work Authorization

India, USA (H1b cap exempt)

Domain Expertise

Insurance (Non- Life, Life), **Pensions** (Fund Management), **Banking** (Fund Services)

Skills

Requirement Analysis	Agile Project Management	Scrum Master
Change Management	Jira	Gap analysis
Technical Documentation	MS Office (Including Visio)	Data Analysis
SDLC cycle Management	UI Wireframes	PL Sql
Process Implementation	Confluence	Transformation Projects
RCA	UX (Digital)	Defect Management
Waterfall Project Management	Test Pack	Manual UAT Testing

Education

Masters Management Studies **I Degree** Bachelors in Science

Experience

Organization: JP Morgan Chase (Technology)
September 2015 to October 2020
Lead Business Analyst in Fund Services Technology division

- Global owner in customer facing role of user application experience including privilege management, defect analysis, fix and resolution management
- Business Analysis (Requirements, Impact Analysis, Data Mapping & Data Dictionaries, Traceability matrix, Ui application Ui wireframes, Tech specs, POC presentation and roll out with client experience capture for UX improvements across operations teams)
- Bridging cross functional operations and technical team objectives and managing delivery roadmap
- Sole owner of Roll out and socialization of new UI application created for internal customers, this included Requirement management, Project Management, implementing new process flows and

tracking gaps to address user experience issues, prioritization of resolution with functional product owners and technical resolution team, business process impacts and triage and training of end users for UI changes

- Project management in Agile environment -running and managing large scale legacy migration projects
- Scrum Master (Scrum as also Scrum of Scrums), Scrum frameworks (local and global teams) introduction, creation, roll out, socialization
- Jira/ Confluence (creation, introduction and roll out at local and global levels including design, launch and socialization of re-usable framework) User story management and sequencing at project and program level to ensure consistency of delivery with program level objectives
- Location lead for technical initiatives for internal employees – this was an internal initiative to improve technical know-how and encourage techies to present cutting edge solutions using latest technologies
- Location lead for a diversity-initiatives in technology to improve retention, creating technical education (both continuous and new)

Organization: Accenture Consulting Ltd
March 2011 – September 2015
Consulting roles

- C-suite level engagement management – reporting, dashboarding, demos, presentation, resource planning, project management
- Managing multiple projects for both process and technical projects for leading financial services organizations both in India and the United States of America
- Business Analysis: Requirements, Gap Analysis, Manual UAT Testing, Digital UX customer experience study, Ui - wireframing, navigation requirements, impact analysis, multi-vendor requirements planning and management
- Project management – Roadmap ownership and management of goalposts, work item estimation in conjunction with individual team leads, resource planning and management, collaborating with other teams in the Program for consistency of delivery and adherence to delivery roadmap cross functionally for both product owners and technical owners. Owner and reporter on program level global traceability matrix
- Fit Gap analysis of current process versus future requirements bearing in mind both global and regional limitations

Organization: Mastek
March 2008 – March 2011
Senior Business Analyst

- Gap Analysis in technical product for end user, including analysis of defects to better understand gaps in user experience and working on solutions to enhance end user experience
- Business Analysis (Requirement gathering artefacts – BRD, FRD, use cases, test pack, wireframing, traceability matrix, Manual and UAT testing), knowledge transfer
- Worked and eventually owned Change requests related to complex retro fitment of the Channel Management Module, undertook requirements gathering for new enhancements across various Pensions and Insurance related modules
- Lead on Defect Analysis, end customer issue management and resolution for deployed releases
- Technical documentation

Prior Experience
Organizations: TATA AIG General Insurance Co & IFFCO TOKIO General Insurance Co
August 2002 – March 2008
Assistant Manager

Domain shopfloor experience acquired across two organisations Tata -AIG General Insurance Co, Ltd, followed by Iffco-Tokio General Insurance Co Ltd in Personal and Commercial Lines products. The assignments included - taking underwriting decisions based on company norms, portfolio management, gauging business profitability with reference to loss ratio bench marks. Imparting product and sales training to internal and external customers, managing regional retention portfolio which lead to supervising and ultimately leading internal and external teams.