

Summary

**Business Analyst with 4 years of experience** delivering digital transformation projects in the **BFSI sector**, with proven expertise in **requirements gathering, documentation (BRD, FRS, FRD), cards lifecycle support, and user acceptance testing**. Skilled in Agile methodologies (Scrum, Kanban), sprint planning, stakeholder communication, and production deployment coordination.

Exposure to **card issuing workflows**, including **KYC compliance, transaction processing**, and live issue handling. Strong knowledge of **SQL-based data analysis**, defect tracking, and business process mapping using tools like **JIRA, Confluence, Excel, and Lucidchart**. Adept at collaborating with cross-functional teams to deliver solutions aligned with regulatory and operational needs.

Experience

- ICICI Bank | 3i-Infotech

Engineer-Business Analyst

\*\* - Apr 2025

Hyderabad

  - Led requirement gathering and backlog prioritization for digital card services (e.g., transaction updates, activation/deactivation workflows), reducing development rework by 20%.
  - Acted as Scrum Master and Product Owner during critical phases of a **card module upgrade**, ensuring sprint deliverables were completed with 90% adherence.
  - Participated in **user testing for debit/credit card functionality** and ensured traceability across business requirements, test cases, and outcomes.
  - Collaborated with technical and operations teams to manage live card issues, reducing resolution time to under 48 hours.
  - Created and maintained requirement documents (BRS, FRS), process flows, and UAT scripts aligned with business needs.
- ICICI Bank | Wipro

Business Analyst

Mar 2025 - Jan 2023

Hyderabad

  - Supported **card issuance and migration initiatives** by defining functional specs and tracking data validation across legacy and new systems.
  - Worked closely with operations to understand customer pain points in **card management processes**, ensuring alignment with regulatory compliance (e.g., KYC).
  - Developed SQL queries for customer/card data analysis to support reconciliation and migration integrity.
  - Coordinated with QA team to execute **UAT and regression testing** for new card features and platform enhancements.
  - Used **JIRA, Confluence, and Excel** to track project progress and support on-time delivery.
- ICICI Bank | InfiniMinds

Business Analyst

Jan 2023 - Jul 2022

Hyderabad

  - Managed change requests related to **card transaction issues** and **live production incidents**, reducing open tickets by 30%. Exposure to ITSM-aligned processes and live issue resolution workflows.
  - Collaborated with development team to define logical flows for **card-related services**, improving issue reproducibility and lowering bug rates by 12%.
  - Used **Advanced Excel (Pivot, VLOOKUP, Conditional Formatting)** for analyzing transaction anomalies and validating data post-deployment.
- Amazon

Associate

Jun 2022 - May 2022

Hyderabad

  - Preparing and updating SOPs with user issues for faster resolution and quicker TurnAroundTime, Stakeholder and Escalations Management
- Ernst & Young Global Consulting Services

Analyst

Oct 2021 - May 2021

Remote

  - Solutions analysis, with a focus on eliciting and documenting business and data flow requirements
  - Proficiency in data fluency, including experience with data extraction, interpretation, and making data-informed decisions

Education

Thiagarajar School of Management  
Business Analysis and Finance  
7.2

May 2021 - June 2019  
PGDM

Certifications

Career Essentials in Business Analysis  
by Microsoft and LinkedIn  
[Click here for Certificate](#)

July 2025

Google Project Management: Professional Certificate  
by Coursera  
[Click here for Certificate](#)

Feb 2024 - Aug 2024

Skills: Project Planning, Project Initiation, Project Execution, Agile Project Management

Deloitte Australia - Data Analytics Job Simulation  
Forage  
[Click here for Certificate](#)

March 2025

Skills: Data Visualization, Data Analysis, Power BI

Skills & Tools

Requirements Gathering & Project Initiation

Tools: Asana, Advanced Excel



Asana, Conditional formatting, Cost-benefit analysis, Gantt chart, Project charter, Project proposal, Scope management, Stakeholder analysis, RACI chart, Pivot Table

Documentation & Project Planning

Tools: Jira, MS Word



Dependency, Effort estimation, Milestone, Project budget, Project kick-off meeting, Project plan, Project task, Schedule, Work breakdown structure (WBS), Risk Management and Analysis, Buffer, Cause-and-effect diagram (Fishbone diagram)

Stakeholder Management & Project Execution

Tools: Outlook, Esclation Methodoligies



Acceptance criteria, Bug, Burndown chart, Change, Critical user journey, Dashboard, Data analysis, Data-driven improvement frameworks, Dependability, Deviation, Escalation, Feedback survey, Impact report, Internal dependencies, Key performance indicator, On-time completion rate, Project status report, Quality assurance and control, Quality metrics, Scope creep, Test case, Tracking, User acceptance test, User story

Agile Project Management

Tools: Kanban, Confluence



Agile project management, Backlog refinement, Business collaboration, Case studies, Continuous integration, Daily Scrum, Deliverable, Development Team, DevOps, Disciplined Agile Delivery, Epic, Iterative, Kanban, Large-Scale Scrum, Minimum viable product, Pair Programming, Product Backlog, Product increment, Product requirements document, Release plans, Requirements, Retrospectives, Scrum, Sprint Backlog, Sprint Planning, Sprint Retrospective, Sprint Review, User story, Work-in-progress limit., spotify model

Testing and Bug reporting

Tools: Confluence, Service Now, Manual Testing



Functional Testing, Integration Testing, Regression Testing, End-to-End Testing, Smoke Testing, Test Case Design, Test Scenarios, Test Plan Review, UAT Sign-off, Validation of Business Requirements, System Testing Support, Test Execution Monitoring, QA Collaboration, Bug Tracking Tools (e.g., JIRA, Bugzilla, Azure DevOps), Severity and Priority Classification, Reproduction of Defects, Defect Resolution Coordination, Impact Analysis, Change Requests\*\*, User Acceptance Testing (UAT)

Deployment and Live Issue Management

Tools: UCD, SQL and Manual Deployment



Production Deployment, Release Management, Continuous Deployment (CD), CI/CD Pipelines, Release Notes Documentation, Post-deployment Verification, Application Maintenance, System Monitoring, Performance Optimization, Patch Management, Bug Fixes, Service Uptime, Monitoring Tools (e.g., New Relic, Datadog, Prometheus), Log Analysis, Scheduled Maintenance, Configuration Management, Incident Management, SLA Adherence, Root Cause Analysis (RCA), Technical Support, Infrastructure Maintenance, Production Support, Incident Resolution, Real-time Troubleshooting, L1 Support, L2 Support, L3 Support, Debugging Live Systems, Escalation Management, On-Call Support, Problem Management, Issue Tracking (e.g., JIRA, ServiceNow)