

Pankaj Punjabi

Mumbai, Maharashtra

-Email me on Indeed: <http://www.indeed.com/r/Pankaj-Punjabi/b23b34731ef35400>

I am a Certified Business Analyst from TrainSmart Academy with an overall of 10+ years of professional experience. Currently I am associated with Celebal Technologies (Partner of Microsoft) as a Senior Consultant - Project Manager formerly worked with TCS as a Business Analyst. During my career journey I

have been a part of International Banking, IT projects and into Airlines, Cloud Computing, Telecom projects. I take pride in my skills such as stakeholder management, project management, banking operations, team handling etc.

Work Experience

Project Manager

Celebal Technologies - Jaipur, Rajasthan

February 2022 to Present

- Set clear objectives for the project and roles/responsibilities for each team member
- Lead internal team meetings on effort estimation, manpower planning and resource allocation
- Train and mentor, the team on their job responsibilities and SCRUM principles
- Make the team accountable for their tasks and help the team in achieving them
- Identify the requirements and come up with a plan for Skill Development for all team members
- Be the Single Point of Contact for the client in terms of day-to-day communication
- Periodically communicate project status to all the stakeholders (internal/external)
- Identify gaps and continuously improve processes within the team
- Develop a culture of quality and efficiency within the team

Business Analyst (BFSI Domain)

Tata Consultancy Services - Mumbai, Maharashtra

February 2015 to Present

Roles & Responsibilities

- * Stakeholder Management for implementing various applications ensuring smooth transition process for different banking sectors such as Asset management, Investment bank, Personal and corporate bank and wealth management
- * Organizing & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions and Focus Group Discussions
- * Playing a vital role in managing various activities of the project like requirement elicitation, analysing the information gathered, documenting the functional or business requirements, Solution Scope Documents
- * Business review meetings with business stakeholders sharing insights about effective business changes due to technical upgradation by presenting projects' insights in Business Review Meetings on periodic basis
- * Prioritization of requirements using MOSCOW technique and Business Value methods

- * Interviewing business units, stakeholders, and various legal authorities to gather and clarify business requirements; for the smooth transition process flows, identifying the impact of the implementation on these business process flows and coordinating the review of the detail design for the business
 - * Verification/Validation of requirements to ensure they deliver business value by conducting various reviews
 - * Solution finding ability in collaboration with advanced process & data insights for taking right strategic decisions on various critical aspects of business
 - * Act as a point of contact for all project activities liaising with delivery managers
 - * Experience in mapping business requirements & designing customized solutions with strong analytical skills & capabilities to analyse business practices and define optimal procedures
 - * Incorporating with Risk Assessment team for analysing the various probabilities of risks involved in onboarding the applications
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- * Conducting "AS-IS" and "TO-BE" analysis and suggest fit for Business Solutions by designing a Change Strategy
 - * Act as a SME, providing integrated business solutions to various teams in order to cater the business needs

Senior Process Associate

WNS Global Services - Mumbai, Maharashtra
June 2013 to October 2014

- * Working for British Gas (UK Process)
- * Resolving Customers queries by Letter/Emails
- * Issuing bills to the customer by using SAP
- * Giving confirmation of their payments

Back Office Executive Convergys

Mumbai, Maharashtra
May 2012 to July 2013

- * Working for Optus Mobile Services (Australian Process) in Semi Voice Process
- * Making outbound calls to customers & collecting required information from them
- * Initiating the services for customers as per their request
- * Coordinating for delivery of Mobile Handsets
- * Accumulating data from other companies for new customers

Education

Bachelor's in Agile Business Analysis

TrainSmart Academy
October 2021

Business Analysis Certified Professional

TrainSmart Academy
August 2021

Skills / IT Skills

- Requirement ElicitationInterviewsAgile MethodologySQLUAT TestingBRDFRDProject ManagementUse CasesUser StoriesProblem SolvingTransitionsTools- JIRA, Trello, Balsamiq, Lucid chart, SQL, MS VisioMethodologies- Scrum, Agile, Waterfall, UMLMS Excel, MS Access, MS PowerPoint, MS Office and various other banking applications
- Business analysis
- Microsoft Excel
- Project management
- Analysis skills
- Business development
- Communication skills
- Agile
- Microsoft Office
- Software development
- SDLC

Online Profile

<https://www.linkedin.com/in/pankaj-punjabi>