



**Amrita Palmal**

Senior Manager-Project Manager&Business Analyst seeking roles in Business Analysis,Project Management,Stakeholder Management,Security Analysis,Risk Management,Application Integration,Performance Tuning,Client Management,Resource Allocation

Current Designation: Senior Manager-Project Manager and Business Analyst

Current Company: Yes Bank

Current Location: Mumbai

Pref. Location: Bengaluru / Bangalore,Mumbai,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: Banking/Financial Services/Broking

Marital Status: Single/unmarried

Key Skills: Senior Manager-Project Manager&Business Analyst,Business Analyst,Business Analysis,Project Management,Stakeholder Management,Security Analysis,Risk Management,Application Integration,Performance Tuning,Client Management,Resource Allocation

Verified : Phone Number | Email - id

Total Experience: 3 Year(s) 3 Month(s)

Notice Period: Currently Serving Notice Period

Highest Degree: MBA/PGDM[IT-Business Management]

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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## Summary

A focused, goal-oriented and enthusiastic professional with over 3 years of experience in Business Analysis & Project Management. Skilled at analyzing and interpreting unique problems, with organizational experience. Working with key stakeholders and liaising between technical and managerial levels.

## Work Experience

### **Yes Bank** as Senior Manager-Project Manager and Business Analyst Sep 2019 to Till Date

Role: Project Manager & Business Analyst

Currently working as a Project Manager and Business Analyst for Cash Management Systems in IT Department  
Application owner of: o ASBA ? ASBA (Applications Supported by Blocked Amount) is a process developed by SEBI for applying to IPOs, Rights issue, FPS etc. In ASBA, an IPO applicant's bank account doesn't get debited until shares are allotted to them. o UCXP (Uniform Customer Experience Platform) ? A dedicated portal focusing on customer management which includes beneficiary and user additions o Corporate Eforms: An initiative of digitalization of the entire form filling process for customer onboarding. Working on the entire SDLC including requirement gathering, development, UAT, information security and client onboarding Documenting every step from Business Case to justify the purpose of application/customization to business requirement documents, function specifications and test case preparation Providing application support till the application is not delivered over to the designated support team Understanding the application performance and analyzing trends of the transactions and its speed Screening, shortlisting and finalizing the vendors and developing the entire project plans

### **Axis Bank** as Business & Technology Relationship Group Business Analyst/PMO Project Management Office (PMO) Lead Jun 2017 to Sep 2019

Key Result Areas: Inspecting & conducting monthly review meetings with IT & Business Counterparts and tracking the project progress & system progress Understanding recurring or underlying issues by conducting monthly analysis and processing the data of the systems Managing & governing of the applications including Vendor Risk Management, Compliance and IT Risk Management; developing & publishing regular reports to update senior level management Conducting Audits, VAPT Tests and DR Drills to ensure quality and minimize the delay; initiating project reviews and addressing issues relating to Application Access Controls, Managing LDAP and Active Directory, Project Health, Compliance with agreed SLA

Jun'17 Business Analyst Key Result Areas: Leading operations across requirement analysis, planning and implementation in line with process parameters Evaluating different systems, conducting GAP, feasibility & risk analysis and proposing various profitable options & new systems for the business to senior management Establishing service level agreements with business units & stakeholders; evaluating risk, cost, resource requirements &



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schedules associated with projects and submitting effective delivery opinions Reviewing the business processes/ stakeholder needs, extending recommendations for solutions/ improvements and translating business requirements into software using new technology or alternative uses of existing technology Working as Business Analyst & PMO Lead for BTRG Payments and Collection vertical in IT Department Understanding the payments & collection channels and integration with Core Banking System (Finance) Managing the governance of applications including IT Control, Application Security Testing, Vendor Risk Management, Compliance, IT Risk Management and monitoring the overall system health

Highlights As Business Analyst - Payment & Collection Applications: Worked on various payments & collections applications like Enterprise Payment Hub, Paypro, Easy Pay, Electronic Toll Collection (FasTag) Managed the complete life-cycle of the projects involving - requirement gathering, planning, resource management, analyzing the risk involved and interaction with the clients Conducted UAT & Application Security Testing and released the development Emphasized on governance of the systems like Auditing, Information Security Testing and ensuring its development in accordance with RBI guidelines Analyzed the process and conducted risk analysis & mitigation to minimize its effect

As Business Analyst - Employee Credit Portal (ECP) Understood & resolved the concerns of HR Department related to Salary Processing System Ensured the frontend system is user friendly and designed as per the requirements Addressed the audit concerns Automated the reconciliation process and ensured nil human errors & quick processing TAT

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## Education

UG: **B.Tech/B.E (Computers)** from **Mumbai University** in **2015**

PG: **MBA/PGDM (IT-Business Management)** from **Symbiosis Centre for Information Technology (SCIT), Pune** in **2017**

Other Qualifications/Certifications/Programs:

ITIL- Foundation

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## IT Skills

Skill Name	Version	Last Used	Experience
NA		0	0 Year(s) 0 Month(s)

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## Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi				
Marathi				
Bengali				

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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