

AKSHAY R. MANDALE

BUSINESS ANALYST | PUNE, INDIA

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PROFESSIONAL SUMMARY

- **9.5 years** of IT consulting and development experience across various domains with a focus on implementing projects in **Agile methodology and SDLC**.
- **Seeking an opportunity** to leverage expertise and deliver business requirements in collaboration with clients.
- Strong skills in consulting, design, and development in **Banking and Finance** domain.
- Knowledge of **Investment Banking, Corporate Banking, Wealth Management, Loan Management and Debt Recovery Solutions**.
- Certified **SCRUM Product Owner and SCRUM Master**.
- Organized and hosted Database (DB) knowledge-sharing sessions, bringing together internal employees for **collaborative learning and team building**.

KEY ACHIEVEMENT AND AWARDS

- Created an online **KYC Due Diligence** solution for loan borrowers, utilized by two Nationalized Banks in India, enhancing loan approval efficiency while ensuring compliance and risk management.
- Received **2 STAR Awards** for exceptional performance and contributions to the team.
- Earned **SURPASS Award** for surpassing project targets and delivering outstanding results.

EXPERIENCE

Synechron Technologies [Deputed to Citi Bank]

Lead Business Analyst, Pune, IN

Jan 2022 – Current

- Collaborated on **Client Onboarding - KYC-AML** projects across **NAM/LATAM, APAC, EMEA** regions.
- Implemented **US-FinCEN regulatory** compliance, worked on **Audit Finding** and **KYC Enhancement** projects.
- Facilitate **requirement gathering** workshops with business stakeholders, extracting insights and proposing effective solutions, while **converting business needs into detailed functional specifications** for efficient execution by cross-functional teams.
- Prepared end-to-end project documentation: **BRD, FRD, Requirement Mock-ups, RA tracking, Process Flow, and Business Flow diagrams**. Additionally managed **Confluence pages** and **share-point**.
- Serve as a **communication bridge between business, internal and external teams**, ensuring continuous updates and feedback on project advancement and user experience.
- Developed **SQL queries** for production data and volume analysis.
- Conducted **SCRUM ceremonies**, encompassing **story writing** and performing **JIRA monitoring and health checks**.
- Conducted BRD and FRD **walkthroughs, grooming sessions** for Business, Testing and Development Team.
- Conducted **Business Demos** and **obtained sign-off** from Business on multiple levels.
- Performed **production checkout** and **tech checkout** in collaboration with both business users and tech teams.
- Handled **escalations**, utilized **negotiation techniques, conflict** management, performed **impact analysis**, and executed **risk analysis** and **mitigation** strategies to ensure project alignment with legal requirements and internal guidelines.
- Conducted **manual UAT testing** and wrote test cases.

IDC Technologies [Deputed to TCS]

Senior Business Analyst, Pune, IN

April 2021 - Dec 2021

- Conducted **information gathering** for the development of new reports.
- Collaborated on **HK/SG and ISO 20022 [MT to MX migration]** project.
- Worked on **global transaction operation** reporting.
- Delivered **production support** and addressed **adhoc queries** and provided **timely resolution**.
- Utilized **SQL queries** for data analysis.
- Engaged in **M&S release, HLRD, LRD, CR, DRS, and JRD** documentation.

Enthralltech Pvt Ltd

Technical Project Coordinator, Pune, IN

Jan 2020 – Mar 2021

- Acted as the **Single Point of Contact (SPOC)** for clients, ensured effective **communication and coordination**.
- **Gathered client requirements**, conducted **product demos**, and **provided training**.
- Managed **international and domestic clients** across various domains.
- Coordinated **HRMS Scheduler, SSO Integration, and SAP team** processes.
- Led the **migration process** from the old environment to the new product, including **data analysis, field mapping**, and

ensuring accurate data migration and completion.

- Prepared **project timeline, change request, release notes, rollback plans, implementation plans, gap analyses, impact analysis, and impact documents.**
- Created **project plans** aligned with **project requirements** and managed the infrastructure technical team to ensure project deadlines were met.
- Conducted **manual sanity testing** of web and mobile applications. Additionally, led an in-house ERP project.

Deeplaxmi Communications

Business Analyst, Nashik, IN

Sep 2016 - Dec 2019

- **Integrated CDD and KYC protocols** seamlessly into software development lifecycle, enhancing compliance and risk management, while incorporating CRM functionalities.
- **Gathered formatting requirements** and conducted a study to develop a streamlined software flow.
- Served as a **SCRUM Master**, facilitated **daily stand-ups, review, and retrospective meetings.**
- Created **user stories** and **managed a team of 12 people.**
- Prepared **FRD, BRD, and Non-Functional documentation.**
- Developed **data flow diagrams** and **UML diagrams.**
- Wrote **test cases** and handled **cost estimation** and **negotiation.**
- Implemented **Google Maps API** for fetching latitude and longitude and displaying landmark markers on generated reports.

e-Nyota Learning Pvt Ltd

Web Developer, Pune, IN

Mar 2016 – Sep 2016

- Worked as a **product developer** in PHP.
- Collaborated with an **Agile team** for efficient project delivery.

Vajrakaya Technology

Web Designer and Developer, Nashik, IN

Aug 2015 – Mar 2016

- Worked as a **product developer** in Core PHP.
- Developed and designed **admin panels** and responsive websites.

ENIX Automations

Web Designer and Developer, Nashik, IN

Dec 2014 – July 2015

- Managed product uploading and categorization using the Presto-shop admin panel.

SKILLS

PROJECT MANAGEMENT SKILLS - Project Management, Stakeholder Coordination, Risk Management, Negotiation Techniques, Conflict Management, Team Building, Escalation Handling.

INTERPERSONAL SKILLS – Leadership, Relationship Building, Stakeholder Management, Self-Confidence, Communication Skills, Critical Thinking, Problem-Solving, Adaptability, Flexibility.

DEVELOPMENT SKILLS - HTML, Bootstrap, CSS, JavaScript, PHP, SQL.

TOOLS

PROJECT MANAGEMENT TOOLS – JIRA, DevOps, Mingle, Trello, GitHub, Mantis Hub and Confluence

BA TOOLS - MS Office, Star UML, Balsamiq, Bizagi, Power BI

EDUCATION

Degree	College	Specialization	Year of Completion
Bachelors Of Engineering	Dr.D.Y.Patil School Of Engineering, Pune University, IN	Computer Science	2014
Diploma	K.K.Wagh Polytechnic, MSBTE, IN	Computer Technology	2011