

## 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

