

## NEELANJA MAKHIJA

[neelanja.makhija@gmail.com](mailto:neelanja.makhija@gmail.com) | +91 94056-012-64

### PROFESSIONAL SUMMARY

Dedicated Business Consultant with 13+ years of experience in Investment Banking, Equity Derivatives, and Banking products. Certified Scrum Product Owner skilled in leading cross-functional teams, conducting JAD sessions, and implementing Agile methodologies. Proven track record in product development, requirements analysis, and stakeholder communication. Adept at ensuring data quality, managing projects, and driving operational efficiencies.

### CORE COMPETENCIES

- Business Analysis & Requirements Gathering
- Agile Methodologies (Scrum, Kanban)
- Product Ownership & Management
- Stakeholder Communication & Leadership
- Software Development Life Cycle (SDLC)
- Quality Assurance & Testing (UAT, Regression)
- Investment Banking & Equity Derivatives
- BFSI products- Cards, Payments, Trade Lifecycle, Loans, Term Deposits
- Project Management & Risk Assessment

### PROFESSIONAL EXPERIENCE

#### ***Lead Business Consultant (Vice President) | Citicorp Ltd, Pune | Aug 2020 – Present***

- Spearhead the holistic development of Genesis Datamart, a Java-based web UI for data quality checks, improving data integrity and analysis.
- Lead a team of 10 BAs in functional requirement gathering, breaking down requirements into epics and user stories for sprint planning.

- Implement Agile methodologies as Scrum Product Owner, enhancing team efficiency by 30% through effective sprint planning and retrospectives.
- Conduct JAD sessions for risk analysis and feasibility studies, identifying and mitigating high-risk areas.
- Reduce defect rate by 25% through enhanced risk assessment matrix and test case design.

#### ***Sr. Business Analyst and QA Lead | UBS, Pune | Jul 2018 – Aug 2021***

- Managed business analysis and quality assurance for Shade GUI, an in-house Global Equity Derivatives application.
- Led Agile transformation, resulting in a 20% improvement in requirement estimation accuracy using planning poker.
- Developed end-to-end test scenarios and managed defect lifecycle, reducing critical bugs by 35%.
- Created and integrated JMeter scripts with TeamCity for performance testing, enhancing application stability.

#### ***Business Analyst | Cognizant Technologies Limited, Pune | Mar 2016 – Jun 2018***

- Guided the migration from JPMC system to in-house BCBS application for Barclays, UK.
- Created user stories, epics, and acceptance criteria in JIRA, ensuring clear alignment with business goals.
- Prepared use case diagrams and scenarios, facilitating smoother development and testing processes.

#### ***Business Analyst + QA Test Analyst | Experian Limited, Nottingham, UK (Onsite) | Dec 2014 – Feb 2016***

- Led business analysis and testing for Power Curve, a strategy decisioning tool for credit rating analysis.
- Created FSD, BRD, and test strategy documents, obtaining stakeholder sign-off and reducing rework by 40%.

- Managed functional, system integration, and regression testing, using HP ALM 11.52 for defect tracking.

### ***Business Analyst | Infosys Limited, UK | Nov 2012 – Nov 2014***

- Managed business analysis for Deutsche Bank's Dodd Frank Regulatory project on OTC swap markets.
- Created test plans and strategies, supporting UAT and managing offshore test engineers.
- Applied FMEA for risk mitigation, reducing critical issues by 30% during go-live.

### ***Quality Test Analyst | Infosys Limited, Pune | Aug 2011 – Oct 2012***

- Conducted functional and regression testing for customized Finacle core banking product for ANZ Bank.
- Created test plans, scenarios, and cases, managing defects through Firestone tracking tool.

## **EDUCATION**

<b>Degree</b>	<b>Board/University</b>	<b>Passing Year</b>	<b>Percentage</b>
B. Tech.	R.G.T.U., Bhopal	2011	80.5
H.S.C.	C.B.S.E., Bhopal	2007	89.4
S.S.C.	C.B.S.E., Bhopal	2005	93.4

## **CERTIFICATIONS**

- Certified Scrum Product Owner (CSPO) by Scrum Agile Foundation
- ISTQB Foundation Level
- Investment Banking & Core Banking Certification (Infosys)
- Foundation Course in Banking I & II (Company Level)
- DB Securities – BFSI Domain Certification (Company Level)

## **ACHIEVEMENTS**

- “Most Valuable Resource” award, Datamart project, Citi (2022)
- “Innovative Star of the Year,” Global Heads of APAC, UBS (2019)
- “Star Performer,” Deutsche Bank, London, UK (2014)
- Semi-finalist, National Software Testing Conference (STC) for white paper on mobile app testing (2014)
- Published in “Limca Book of Records” for robotics achievement
- Published white paper on “Challenges to mobile application testing-Emerging Areas” on National Software Testing Conference (STC), 2014, shortlisted amongst top 35 projects across India.

## **LANGUAGES & TOOLS**

Languages: SQL, Java, C/C++

Tools: JIRA, HP ALM, Quality Centre, MSEXcel, MS PowerPoint, Microsoft Visio, Informatica PowerCentre, AI Generative tools like Chatgpt, Claude AI, Microsoft Copilot