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LINKS

- <https://www.linkedin.com/in/soumya-chaturvedi21/>

EDUCATION

PGP-PMA Post Graduate,
Product management and
analytics

**Great Lakes Institute Of
Management,**
March 2023

Bachelor of Engineering,
Computer Science
**Institute Of Information
Technology And
Management,** Gwalior, MP
June 2015
CGPA: 7.56

SOUMYA CHATURVEDI

PROFESSIONAL SUMMARY

Business Analyst | Product Owner

Solution and design-driven business analyst offering 9 years of experience and expertise in working on broad spectrum of domains such as Banking and Financial Institution (P&P and Open banking), ERP, Supply chain and collaborate with cross functional teams to successfully deliver quality work within timelines by designing solutions to address the problem statements and enhance user experience across platforms

SKILLS

Functional

- Requirement gathering
- Critical & Data Analytical skills
- Product management
- Gap and Impact Analysis
- Conflict management
- Negotiation
- Assertive Communication
- Process Improvement

Tools

- JIRA
- Confluence
- GitHub
- Zephyr
- Postman
- Swagger
- Service now, Service Cafe

WORK HISTORY

November 2022 - Current

Citi - Business Analyst | Product Owner, Pune, Maharashtra

- **Project** – It revolves around customer onboarding experience particularly setting up the permissions and privileges of HNWI and UHNWI individuals which serves as a backbone by allocating roles and permissions based on the profiles identified along with management of documents to support which in turn is consumed by backend systems to perform different operations
- **Responsibilities & Achievements**
- Working as a Product owner in client onboarding space for HNWI and UHNWI across NAM, APAC, and EMEA regions
- Owning the product backlog and met the feature deadlines by proactively mitigating any risks and roadblocks
- Propose, design and implement product solutions contributing towards to the vision and roadmap
- Conduct workshops to gather requirement and refinement sessions for the product overview and upcoming features or enhancements in form of user stories, features and epics

- Prioritize deliverables using complexity v/s value matrix to assess the MVP features
- Owning the planning and scheduling of sprints and clearly articulate the sprint goals
- Contributes towards the process improvement activities for seamless execution by actively participating in feedback loops and contributing to the organizational initiatives for agile adoption and
- Leading the requirement walkthrough sessions with cross functional teams to help them with story estimations
- Documenting the impact analysis corresponding to different systems that system interacts with
- Clearly articulating the acceptance criteria for the user stories in Gherkin format
- Conduct UAT Test cases review along with QA Team
- Organize and drive the daily scrum calls along with the events such as sprint planning, review , retrospective and prioritization
- Implemented best-practice methodologies that improved overall project delivery timelines while maintaining quality standards.
- Supported software development projects by defining clear requirements and effectively communicating them to technical teams.
- Optimized workflow processes to enhance overall productivity and achieve operational excellence.
- Implemented Agile methodologies to increase team productivity and enhance overall project outcomes.

August 2021 - October 2022

TEKsystems - Lead Business Analyst, Pune, Maharashtra

- **Project - HSBC** : This project is about open banking across multiple geographies by implementing AIS, PIS and CBPII along with management information reporting for regions UK, UAE, CN
- **Roles & Responsibilities**
- Designed the product roadmap and monitored the alignment with the deliveries
- Gathered deep understanding of the various user journey in open banking i.e AIS (Account information service), PIS (Payment initiation service) and CBPII
- Knowledge on API based payments end to end flow from consent to fulfillment journey along with variable recurring payments
- Working on the requirement gathering and impact analysis on the OBIE regulations with respect to MI reporting to track the performance of the APIs and understand the consumer behavior and adoption for UK market.
- Worked upon the implementation on variable recurring payments and its impact on the OBIE reporting which involves inclusion of new endpoints and different user journey, UK.
- Performed Gap analysis , impact analysis , field level analysis , risk assessment, estimations, capacity planning
- Led cross-functional teams to successfully execute complex projects within scope and timeline constraints
- Architects in an agile framework called Scrum involving agile ceremonies like sprint planning etc.
- Responsible for data testing from the reporting perspective to provide sign off for business to share feedback and inputs
- Developed detailed functional requirement specifications to guide development teams in creating robust software solutions for clients.

- Boosted client satisfaction by effectively managing stakeholder expectations and delivering high-quality solutions.
- Led team of 4 members and shared best practices with them
- Developed documentation, implementation guides, field level analysis and user guides
- Effectively communicate with internal/external parties to request information and resolve any issues or discrepancies in a timely manner
- Increased team productivity through effective communication, collaboration, and resource management strategies.
- Illustrate the product features through demos to the relevant stakeholders.

February 2020 - July 2021

Gibsons Technologies - Business Analyst | Product Owner | Manager (Quality & Support), Pune, Maharashtra

- **Project** - The product Kiri HQ and Kiri Align is a cloud-based ERP platform that digitizes all areas of your business. Kiri HQ has various modules such as order to cash, HCM, CRM, Lead generation and analytics and Kiri align is a workplace safety and compliance management product across
- **Responsibilities & Achievements**
 - As a Product owner led the team size of 10 members
 - Responsible for backlog management, grooming user stories and prioritization closely work with clients and evaluate product progress Requirement gathering and gap analysis
 - Applied prioritization techniques such Kano analysis, Moscow, SWJF etc.
 - Successful project go live only within 5 months of joining the project (Oct 2020)
 - Translate business requirements into tangible deliverables such as user stories, use cases, process flows and identifying system and process solutions.
 - Performed gap analysis to identify areas of improvement.
 - So Create and update documentations including use cases, user journeys, flow chart, white board, data flow, process flow diagrams or other as needed along with BRD, FRD
 - Introduced and implemented process improvements in the organization for weekly releases and support model L1 and L2 that boosted client engagement
 - Features and improvements by designing UAT plan, product roadmaps, CR and feedback trackers
 - As a Manager (QA & Support) performing manual testing of the product KiriHQ and field apps which are based on angular JS and flutter
 - Creation of processes for release management and project delivery for seamless execution
 - Performs test reviews to identify improvements to test plans to ensure understanding of business requirements and complete test coverage
 - Planning of support process within the organization and adopting L1 and L2 support model
 - Led meetings and reviews to track SLA, response and resolution time and review the quality of ticket end to end communication Defined the standards for P1, P2 and P3 priority tickets
 - Prepared the issues heat map to analyze the trends and area of application
 - Boosted customer satisfaction levels by identifying areas of improvement and proposing actionable solutions.

September 2015 - January 2020

Cap Gemini Technology Services India Limited - Associate Consultant | Business technical analyst, Pune, Maharashtra

- **Project 1-** McDonald's UK - This project involves deployment of new POS 6 , GMA Lite mobile and Uber eats Application both android and IOS versions to EU market and training them at London, U.K Deployment hub along with issue resolution
- **Project 2-** McDonald's, USA -Production based technical Level-3 application support process involves supporting upgrades, new releases, hotfixes and resolving issues occurring at stores
- **Responsibilities & Achievement**
 - Gathered fiscal / non fiscal requirements of customers from UK, EU region and scoped it into release channels along with validation
 - Successful pilot go live in Croatia (June 2019)
 - Successful completion of NP6 application training in London, UK (Feb 2018)
 - Requirement Gathering and ensuring end to end support throughout the project life cycle in waterfall methodology
 - Worked with cross functional teams – front end, backend, developers, QA, support
 - Led workshops aimed at refining skills among team members and promoting a culture of collaboration and innovation.
 - Code Analysis: Diving into code to figure out root cause of the issue
 - Providing markets walkthrough and demos of application and products
 - As a Tech Lead at onsite ensured smooth go live and testing of pilot project in Croatia , EU , 2019
 - Developed strong relationships with clients, fostering trust and ensuring long-term partnerships.
 - Ticket investigation, root cause analysis, resolution or routing of tickets to the relevant queues
 - Recommending parameter and configurationally changes in order to resolve issues and perform testing beforehand
 - Coordination with customers and teams for issues resolution Logging
 - Developed understanding documents, KEDBs and test cases to enhance the understandability
 - Developed project related matrices clubbing the monthly ticket count, effort estimation etc.
 - Proactively identified risks and developed contingency plans to minimize potential issues during project execution.

ACCOMPLISHMENTS

- Awarded the Citi Gratitude Award for exemplary consistency, generosity and work ethic highlighting commitment to excellence in 2024
- Awarded the Citi Gold Award for outstanding contribution in requirement documentation and accelerated project delivery in 2023
- Awarded Citi Applause Award for taking ownership in agile implementation journey in 2023
- Team of the quarter award 2019 and 2016

CERTIFICATIONS

- Advanced Certified scrum product owner (Scrum alliance)
- Certified scrum product owner (Scrum alliance)
- ITIL foundation (Axelos)