# Jones Emmanuel J

Result-oriented professional with more than 7 years of proficiency in Business Analysis, overall extensive experience of 10 years in Trade Finance & Payments including Business Analysis in Banking sector which include improvising solutions and resolving complex business issues, targeting the same in with an organization of repute. Preferably in South India/ Globally / Pan India

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# PROFILE SUMMARY

- Excels in driving product roadmap & lifecycle management across assignments right from business requirements, design, development, functional testing, product integration, configurations till final delivery of application & artifacts
- Proven skills in capturing As-Is process and To-Be Process, preparing functional specifications, business process modelling, analyzing the gaps and implementing solutions
- Skilled in Agile & Waterfall methodology, use case/user story elaboration, product backlog maintenance, sprint prioritization & elaboration, process mapping, cost benefit analysis & impact analysis
- Expertise in mapping clients' demand & providing them best solutions involving evaluation and definition of scope of project and finalization of project requirements
- Unique blend of visionary leadership with expertise in business model restructuring; analytical, dedicated & versatile leader, building high performing multi-cultural teams such as Guarantees Team, UAE Trade Connect (UTC)
   Team & Quality Assurance Team which includes 18 members in total
- Liaised and coordinated with key client stakeholders (across technology, operations and business teams) from beginning to end of the product lifecycle and achieved million dollar benefits by ensuring business value realization through the effective implementation of methodologies
- Knowledge on Loan IQ, FMO, Preparing RACI Matrix, maintaining RAIDs, defining risk & issue and preparing RAG
- Excellence in managing end-to-end project planning & implementation from scope management, to activity sequencing, effort & cost estimation, pre-sales activities, risk analysis to quality management in line with the guidelines & norms
- Understanding of **Software Development Lifecycle (SDLC)** right from requirement analysis, documentation to maintenance of proposed applications

# Product Lifecycle Management Wireframe Business Analysis Client Engagement Requirement Gathering & Analysis BRD / FRD Project Implementation & Support MT MX 1SO20022 Use Cases & User Stories Business Process Modelling Process Excellence Strategic Business Planning Agile Methodology Software Lifecycle Management GAP Analysis Stakeholder Management Functional & Technical Specification







# **CAREER TIMELINE**



# **ACHIEVEMENTS**

- Recipient of **Mashreq CEO Award** for valuable Contribution in Automation and System Enhancement
- Received Letter of Appreciation from COO of Mashreq on successful implementation of RPA process in Trade Finance which is 1st of its kind in whole Mashreq Bank
- Received appreciations for individual as well as team performances
- Received **Spot Award** for exceptional performances



## TRAINING/ CERTIFICATIONS

- SAFe 5.1 Agilist from Scaled Agile, Inc., USA (2022)
- Agile Business Analysis from TrainSmart
  Academy (2022)
- CBAP Trained Business Analysis Certified from TrainSmart Academy (2022)
- Certified Scrum Master(CSM) from Scrum Alliance, USA (2021)
- PSM | PSPO Trained from TrainSmart Academy



### Since January'21: WNS Global Services Limited (First Abu Dhabi Bank-Client), Chennai as Assistant Manager – Business Analyst

### **Key Result Areas:**

- Pursuing effective teamwork, participation, and collaboration in product management, research, and other areas
- Managing stakeholder management, solution analysis, and product development to integrate numerous digital platforms and ensure long-term digitization of various banking processes
- managing project related various activities, such as requirement elicitation, information analysis, documentation of the functional or business requirements, BRD, FRD, Solution Scope Documents, and Interface Analysis
- Conducting in-depth interviews with business units, stakeholders, and technical leaders to gather and clarify business requirements; creating business process flows, determining how implementation will affect these business process flows, and coordinating the review of the detail design for the business Documents, Interface Analysis
- Working on Verification/Validation of requirements to ensure they deliver business value by conducting various reviews
- Acting as a SME, offering integrated business/technical solutions to create products that will meet the needs of business, operations, and the market
- Acquiring knowledge while developing concepts for technical advancement, coordinating with the development team throughout development, and acting as a point of contact for the business domain
- Building data models based on various vital business insights required for various technological fixes and business improvement
- Working under various SDLC phases, including Waterfall and Agile
- Holding an orientation and training session for the new team and company personnel on the product and updated automated process
- analysing company practices, creating tailored solutions, and mapping business requirements with strong analytical skills and competencies
- Managing the Guarantees Team, the UAE Trade Connect (UTC) Team, and the 18-person Quality Assurance Team

### November'18 - January'21: Mashreq Bank, Bangalore as Assistant Manager - Business Analyst **Key Result Areas:**

- Proactively shared perspectives on process and product innovation during several Scrum Ceremonies
- Developed and put into practise a variety of process and system improvement concepts for bettering salespeople and products
- Maintained regular collaboration with important stakeholders and business owners to identify business issues and potential areas for technological improvement for internal and external cross-selling channels
- Led and organized requirement gathering (elicitation) sessions utilising approaches like focus groups, questionnaires, interface analysis, document analysis, interviews, and more
- Used tools like use case diagrams (UML), context diagrams, BPMN, flow charts, requirement analysis, and design definition to conduct gap analyses, scope analyses, and impact analyses on business processes (RADD)
- Created a change strategy and conducted "AS-IS" and "TO-BE" analysis to identify business solutions that fit
- Prioritized requirements by applying the MOSCOW and Business Value techniques, then documented them as BRD, FRD, and Change Request
- Conducted quality assurance (functional testing) and user acceptability testing (UAT), enabling the application to go live on schedule and to great praise
- Coordinated with delivery managers as the single point of contact for all project-related activities
- Reviewed meetings with business stakeholders and shared ideas regarding practical business changes brought about by technological advancements by periodically presenting project insights in business review meetings



# PREVIOUS EXPERIENCE

Jan'16 - Nov'18: Tata Consultancy Services as Team Leader - Trade Finance Business Analyst

Aug'12 - Dec'15: Scope International Pvt. Ltd., (Standard Chartered Bank) as Senior Associate - Trade Finance



**Project Title:** RPA Automation on Letter of Credit Payments

Scope: End to end automation on process of Letter of credit realization using RPA with NIL manual intervention in order to provide quick TAT and thus saved 2.3 FTE

**Project Title:** Trade Tracker Process

Scope: End to End instant update to customers on the status of application submitted by customer to bank for all Trade Finance Products

Project Title: UAE Trade Connect (UTC) Project

**Scope:** ETISALAT Application which is interfaced with Bank workflow to identify the duplicate invoices submitted at various banks across UAE in order to avoid duplicate financing

Project Title: Automation on Outward collection payments and Confirmed LC Loan creation using RPA

**Scope:** End to end automation on process of outward collection payments and confirmed LC Loan Creation using RPA with NIL manual intervention in order to provide quick TAT and thus saved 1.5 FTE

Project Title: FilFlan Project

**Scope:** New Application which is interfaced with Banking application for Letter of Credit and Collection (Outward & Inward) Lodgement/Bill Booking. This helped in reducing total TAT and FTE save (1.5)



• 2010 -12: MBA from SRM University in Finance & Marketing

• **2007-2010:** B.Sc from Thiruvalluvar University in Physics

### PERSONAL DETAILS

Address : Chennai

Date of Birth : 14<sup>th</sup> March 1990

Languages Known : English, Tami & Malayalam