



Technical Business Analyst Resume

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SUMMARY OF QUALIFICATIONS:

- Over **SIX** years of experience in the areas of **Core Banking, Internet Banking, Mobile Banking, Cash Supply Management & Cash Inventory products and Payments**. Presently working with Fiserv Inc. as **Business Analyst**.
- Sound knowledge of **Banking practices, Cash inventory products and operational controls and risks**. Strong experience in all phases of **Software Development Lifecycle (SDLC)** using **Waterfall, Agile/Scrum and Software Testing Life Cycle (STLC)**.
- Strong experience with **Scrum methodology** and well versed in writing user stories. Excellent understanding of **Business Requirements Gathering, Translating Requirements into Specifications and Application Design**.
- Proficient in **Technical and Business writing, Business Process Flow, Business Process Modeling and Testing**. Highly proficient in writing **User stories, creating Use Cases, Use case diagrams, Workflow Diagrams, Sequence Diagrams** etc. Extensively used **MS Visio** for UML.
- Well versed with **agile ceremonies** and able to manage all Work with **stake holders, Product Owner, Product owner delegates** for effectively **scoping/user stories**.
- **Focused troubleshooter** and a team player with excellent interpersonal and **communication skills**. Ability to work cohesively with developers, other team members, and **testers**.
- **Analytical, methodical and resourceful** approach to **Problem Solving, Root-Cause Analysis, Conflict Resolution, Negotiation Strategies** and providing corrective actions to meet **business requirements**. Excellent Presentation skills in regards to communicating with both **business and technical teams**.
- Processes comprehensive knowledge of multiple **industry-specific software applications** to support all **financial business functions**. Well-equipped in understanding **US regulations in legal framework** and converting those to **business acceptable functionalities**.
- Well versed with various **financial software** such as **Cash Management and Currency Management** (such as **ATM Cash Forecasting, Retail Cash Management**) **Mobile Banking, Online Banking, Customer Service Management, and Core banking**.
- Analysis and evaluation of **customer business problems** and the development of solutions to meet **business requirements**. Over **THREE** years working experience in **agile projects** as **Business Analyst**.
- Act as the primary interface between **business unit end users** and **systems development/applications and programming areas**.
- **Analyze business systems** and / or **business processes** to identify user needs, **document requirements**, and **address operations/process issues/improvements** to **accomplish business**. **Requirements gathering and JAD analysis**. **Functional testing** of the product and POC.
- Reviewing business processes to assess adherence to **Internal and Global requirements**. **Assessing & supervising banking transactions and client behavior**, to **assess unusual transactions** and behavioral patterns. Conducting analysis to identify and report suspicious transactions and client behavior.
- Participation in **UAT** for final delivery and **sign off**. Responding to **RFP and RFI** in an integration product environment for **end-to-end solution offering**. Product Analysis for **capturing features and functionalities, parameterization** needed for **product implementation**.
- **Certified Associate of Indian Institute of Bankers (CUES)**.

TECHNICAL SKILLS:

Tools:

MS Project, SAS, SPSS, MS Office.

Database:

MS SQL 2014 Oracle 12.1, MySQL, MS Access.

Testing:

Compuware Track Record.

Requirements Gathering & Management:

Rational Requisite Pro, Jama Contour, Rational Rose.