BAISHALI DAS

Certified Business Analyst | Certified Agile Professional | IIBA- CBAP Trained | PSM - PSPO Trained | BFSI- Core Banking | Payments |Insurance | ex-SCB | ex- BOB | ex- Axis| ex- Wipro | ex- ICICI |

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Immediately available to join

Summary

- 9 years of BFSI industry experience spread across Business Analysis and Development.
- **Professional Scrum Product Owner I** and **PSM I** trained. Complete understanding of SDLC processes and Agile & Waterfall Methodologies.
- Proficient in creating **Business Requirement Document**, **Functional Requirement Document**, **Use Casespecification Document**, **Workflows**, **Implementation guides**, **Functional Specification Document**, and **Requirement Traceability Matrix**.
- Well versed in **Requirement Elicitation & Prioritization**, **Defining Scope**, **Gap Analysis**, **Stakeholder Analysis & Management**, **Sprint Planning**, **Sprint Review**, **Product Backlog Management**, and **Change Request Management**.
- Expertise in creating **User stories**, **UML diagrams**, **Wireframes**, and **Mockups** using MS Visio, Lucid chart, Balsamiq, etc.
- A **certified Business Analyst** with extensive experience in Business Analysis, Business Process Improvement & Stakeholder Management. Strong understanding of **P&C Insurance Domain, Digital Business model ,Capital Markets, Payments, Wealth management products (** mutual funds, PMS, AIF , bonds , life insurance). .

Key Skills

- Use Case
- BRD |FRD | FSD | SRS
- Epics
- Requirement Elicitation & Gathering
- UML & Data flow modelling

- User Stories
- Agile & Waterfall Methodologies
- Process Modelling
- Gap Analysis
- Wireframes & Mockups

- Change Strategy
- Stakeholder Management
- Release planning
- Scrum- Agile
- Requirement prioritization

- Client Negotiation
- Technical Writing
- SQL
- Scope management

Tools

Microsoft Visio | Lucidchart | Balsamiq | JIRA | Confluence | InVision | MS Excel | MYSQL | MS Office | CRM

Certifications

- Certified Agile Business Analyst from IIBA regulatory institute, *TrainSmart Academy*
- Project Management Essentials Certified, *Management & Strategy Institute*
- Lean Six Sigma White Belt Certified, *Management & Strategy Institute*
- SQL Intermediate certified, *Sololearn*
- AMFI certified, *National Institute of Securities Markets*
- IRDA certified, *Insurance Regulatory and Development Authority of India*

Professional Experience

Standard Chartered Bank *(AVP)*	Jan 23 - Jun 23
Bank of Baroda *(Senior Manager)*	Dec 21- Jan 23
Axis Bank LTD *(Manager)*	May 18 - Dec 21
Yes Bank LTD *(AM – Wealth Management)*	Jun16 - Apr 18
ICICI Bank LTD *(Senior Officer – Business banking)*	Jul 13 - Jun 16
Wipro *(Associate)*	Aug 12- Jul 13

Roles and Responsibilities

- Elicited & Translated Business requirement to User Stories & Epics.
- Documented the user stories with Acceptance criteria, prototypes, Business value, Precondition, and also included any development and testing notes.
- Conducted Gap Analysis\Scope Analysis\Impact Analysis on Business Process using techniques like use case diagrams (UML) \ Context Diagram (Data Flow Modelling) \ BPMN (process modelling)\Flow charts using Visio and Lucid chart.
- Conducted AS-IS and TO-BE Analysis and suggest Fit for Business Solutions by designing a Change Strategy.
- Organize & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, and Focus Group Discussions.
- Worked with cross functional team during development, Integration Testing, Functional Testing, and UAT to deliver end-to-end solution.
- Helped the team to understand the requirements during planning sessions for better estimation of user stories the team would commit to for the sprint.
- Delivered other requirement documents like Use Case\Process Flow\Change Requests\SRS\ Requirement Traceability Matrix.
- Involved in creating wireframes and mockups for the system using Balsamiq.
- Verification\Validation of requirements to ensure they deliver business value by conducting various Reviews and workshops with clients.
- Deliverables – Functional Requirement Document (FRD), Business Requirements Document (BRD), UML diagrams, Use Cases, Solution hand-off and Training Document.
- Prioritized Requirements using MOSCOW and Business Value methods.
- Conducted JAD sessions, white-board sessions to outline business rules.
- Worked closely with stakeholders in understanding the scope, analysing business and functional requirements, and segregating them into high level and low-level requirements

ICICI Bank Ltd
Senior Officer (*Process Analyst*)

- Collect and document of business requirements for project and process improvement/automation efforts.
- Facilitate process workflow modeling in order to collaborate on process improvements, automation capabilities and clearly defined end-to-end use cases.
- Bring inconsistencies and problems to the attention of management, identify issues and risks.
- Track major incident management process and ensure adherence of the process and escalation requirements within the various support and delivery areas.
- Create process documentation/workflows, knowledge articles and self-service guidance for IT Services
- Review and Analyze systemic adherence of AML, KYC, EDD Compliance activities as per Banking Norms and suggest area of improvement.
- Validate due diligence document according to business, entity and product matrix, including non-documentary verification, conduct review of helpful ownership (BO) and key controller according to policy initiate and coordinate client outreach for fetching client documentations and any additional information.

Education

PG Diploma in Banking and Finance (Pursuing)
Symbiosis Centre for Distance Learning, Pune

BA (Hons) in Literature and Economics
Gauhati University, Assam