**S RAMA SUBRAHMANYAM**
**Tech Lead / Business Analyst**

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MBA Finance and HR Professional with well-honed experience of **8** years as a **Business Analyst** and **2** as a **Product Owner** with overall **16 years** of Client communication, Access Management, Control Testing, Data governance elicit and analyze the requirements of the project for changes to business processes, policies and information system. Also Proactive participation in product integration, application development and also UAT by taking the bottom line for the successful change and delivery

## CAREER OVERVIEW

- Functional knowledge in Finance and Banking domain especially in areas such as US Mortgage, International Payments like Internal Bank Transfers, RTGS, Wire Transfers, ACH wire transfers, Cash Management, Wholesale banking, Transactions Management, Business Analysis, Mutual Funds, Annuity, Risk & Compliance, Quality Control and Process re-engineering with keen eye on Compliance and Controls.
- Product Ownership with focus on product integration, implementation with other applications and client tools
- 5 Best practices on Banking processes and technologies which are mainly involved with AML and six sigma projects.
- Complete exposure to all the stages of the Software Development Life Cycle, Business Analysis life cycle, Business Requirement Engineering and the Functional Testing.
- Knowledge of Agile methodology and SCRUM.
- Result-oriented & dynamic professional in Brokerage of Mutual Fund, Commission computation & Access Management.
- Expertise in using leading industry tools like MS Visio, MS Excel and MS PowerPoint to develop various project deliverables. Knowledge on MSP, XML, Tableau for perfect client and IT communication.
- Worked closely with the developers and
- operations team to check their understanding of the client requirement with regards to calculation part and computation on system-levels.
- Trained end-users by means of verbal personal instruction and specially designed documentation.
- Designed Artifacts and Templates exclusively for the KARVY and currently used as standard documents by the team.
- Scheduling meetings and Training sessions through effective communication to only the required groups. Also conducts Review and Retrospective meetings at product and process level respectively.

## CORE COMPETENCIES

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| Product Analysis & Requirement Elicitation | Enhancement ,Automation and Implementation |
| Effective handling of changes and Defects | Identification of severity and priority tasks |
| Reduced processing time and huge documentation | Time-management and timeline prediction |
| Proactive learner and committed team player | Define scope and write Acceptance criteria |
| Timely review of Access, authorization and authentication. | Analytic and Descriptive analysis |

## TECHINICAL SKILLS

Technically proficient with UML diagrams, MS Office, Global Vision(Mainframes),Service Now,JAZZ,MSP,XML,SQL, QTP, MS. Visio, Axure, Balsamiq,Postman, Miro, Figma, Graph QL ,Python, Power BI and Tableau.

## ACADEMIC CREDENTIALS

MBA in Finance & Human Resource Management; 2006 from Osmania University, Hyderabad
B.SC; 2002 from Andhra University

## PROFESSIONAL EXPERIENCE

### Accenture
**Mar 2022-Till date**
**Lead Business Analyst/Consultant**

- Working on Services Center for US Mortgage product from Origination of the loan till Vendor delivery of the product.
- Communicating with Client, Internal Client team, stakeholders across the board, internal business managers, and the development team to make sure the goals are clear and the vision is aligned with business objectives.
- Product roadmap with respect to the Client requirement and helping them to understand the suitability of our product and features with the existing or by creating new scenarios and use cases.
- Create the list of backlog items and prioritize them based on the overall strategy and business objectives. Mapping out project dependencies to inform the necessary sequence of development.

### Black Knight, Inc. (NYSE:BKI)
**Nov 2019 – Feb 2022**
**Proxy Product Owner/Business System Analyst**

- Works with stakeholders to identify and organize the steps required for the next iteration by proper refinement sessions. Understanding and anticipating the client's needs to more effectively manage the development process. Also Works with scrum team for Sprint Planning, Review and Retrospective after Backlog review and prioritization of stories.
- Always the Client on priority, analysis, understands the requirement or enhancement of the Client proposal and creates the Feature, story and Defects accordingly. Assist our scrum team through every step of the development process, making it easy to transition.
- In Implementation, I should work on end-end integration, analysis and document till the deployment.
- Ensure that the Authorization and authentication of the product access for all environments is followed properly with the security guidelines.
- Ensure Risk and Vulnerability of the integrated applications would meet the standards of the company and its policies.
- A proactive product seller by sharing the updated features and enhancements to the interested and required clients and Consumers.

### KARVY Fintech Private Limited
**Apr2017-Oct 2019**
**Business Analyst**

- Working with Brokerage team in dealing with payments made to the distributors, who procure funds for around 23 Galaxy Funds, Reliance, UTI and GFS Funds (Global Fund Services) of Malaysia and Hong Kong.
- Prepare Proposal Document, Business Requirement Document, Change request documents and some artifacts specific to Asset Management Company and Agent or Distributor.
- Creating Workflow diagrams, Project plans and timesheets. Handling calls with Unit Manager on product requirement.
- Translating the requirement to IT team with specific documents and prototypes.
- Analyzing the change requests and check the feasibility.
- Mentoring the team, Conducting internal, external meetings, Review and Retrospective meetings.

**Project Title:** SFTP Interface **July2018-Sep 2019**
**Team Size** : 7
**Description** : interface between NSE to the Karvy Exchange team through Secure File Transfer Protocol with the support of IT team. Here the Exchange can directly send the reverse feeds to the NSE in a very short period.

**Project Title: Brokerage** Rate Management System **Apr2017-Jan 2018**
**Team Size** : 10
**Description** :BRMS-Brokerage Rate Management System is an application developed for individual AMCs to upload their Rate Masters, Computation logics, Agent Empanelment and Fund Mobilizations. This application with facilitated with

Automated workflow and Approval system,RM-Distributor Mappings, Role based MI support with End-End Automated process. This reduces manual intervention and increases Quality and Control.

## Bank Of America Continuum Solutions Pvt. Ltd

**Business Analyst/Sr.Tech Associate – IT Domain.**                                                **Mar 2013-Mar 2017**

- Access management to our internal partners by using Access Request and Management (ARM) tool. Analyzing the user requirement to any particular application. Verification and validation of every request.
- Proficient in conducting audit support services(Application and IT general controls) for audit engagements comprehensive knowledge and understanding of Technical IT Controls reviews , User access management etc.
- Addressing various issues, queries, complaints raised by customers and resolving them to the best of their satisfaction for any application in the bank.
- Creation of Business Process Documents for Core Banking Operations
- Handling any rebuttals and escalations effectively and giving generic feedback to the user.
- Worked with QA team to design test plan and test cases for User Acceptance Testing (UAT).
- Review and providing sing-off for SIT and UAT test scenarios.

**Project Title:** Transaction Processing System
**Designation:** Ops BA
**Project Description:** This is used for initiating payments and receiving periodical reports. This helps in identifying bounced checks called Return items. This is used to retrieve the transaction information of the customer based on different kind of accounts, Status of cheque deposited by the customer in various locations and this Application needs to retrieve the information with many independent databases by providing Statements, Master lists, Analysis statements, Document of Bounced checks .Main aim is to retrieve the effective and accurate information in a fast manner

**Team Developer: Corporate&InvestmentBanking**                                                **May 2007-Mar 2013**

- Developing, monitoring and delivering performance against key success metrics while identifying and mitigating risks associated with achieving the bank's business plans, monitoring bank's creditability & overall process efficiency
- Wholesale Banking Operations, Payments, RTGS/NEFT, ACH, Wires and Cards and Corporate cheque printing.
- Monitoring international wire in line with LOB request and facilitated settlement of accounts & transfer of amount for domestic transactions in USD through US electronic payment system - ACH network
- Involved in wire maintenance recall/ return of wire, amendment of wire, payment investigation and issuing cashier checks while ensure timely delivery of the same as well as checking for discrepancies, if any
- Performed Regression Testing and created test scenarios for User Acceptance
- Engaged and managed a team of 5 – 7 developers, having constant interaction with Application Director, Senior Managers and Tech Leads.
- Taken active role in Growth Markets domain for prototyping the LOB requirements and sharing to Technical team with different techniques like Focus groups and Demo's.
- Leading a competent team of executives and providing them process and product training. Acting as SPOC for conducting PKT (Process Knowledge Test) for Associates
- Implementing operational risk control measures and governance checks aimed at identifying  internal fraud.

**Project Title:** GSS Enhancement
**Designation:**  Team Developer
**Project Description:** This helps in creating requests for different requirements of the customers like Fee Reversals, Deposit adjustments, clearing transactions, Bank Fund Transfers, Statement status, Customer account information and customer information based on Corporate Directory and GUS tool. It helps in processing of  NEFT,RTGS,ACH and Wire transfers by validating all the information through different stages from LOB till Customer. All internal Bank transfers would be done immediately with less verification.

**ACHIEVEMENTS AND AWARDS**

Distinction of having received various awards for proactive thinking, good LOB interaction and timely support.

- Spirit card from CSR for the process improvement to reduce customer servicing TAT
- "Hall of Fame" award by the top leadership under the scrutiny of CEO.
- Niche organizer award by the HR-Head and training team.
- Appreciation certificate from Mark Fobel, Senior VP for outstanding LOB servicing and adherence to TAT & SLA
- Certificate of PRIDE and peer to peer recognition award from the Delivery head for exceptional customer servicing
- Global recognition award with 1 Bronze, 2 Gold and 1 Platinum points
- Attended workshops and Seminars on Project management, Business Analysis and Data integration.
- Paper presentation in Osmania University on leveraging human capital to achieve corporate excellence

**PERSONAL DOSSIER**

Date of Birth: 10th June, 1981
Languages Known: English, Hindi & Telugu
Valid Passport.
Permanent Address: Flat# F2, Aparna Paradise, Mallampet Road, Bachupally, Hyderabad-90