



ANKITA PARIHAR

**PRODUCT OWNER - WEB & MOBILE | Business Analyst |
CAPITAL MARKET | AUDIT**

PERSONAL DETAILS

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Location:

Pune, Maharashtra, India

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SKILLS

- **Business Analysis**
- **Requirements gathering**
- **Documentation (BRD, FRD)**
- **Communicating with stakeholders**
- **GAP analysis**
- **UI (application configuration)**

CERTIFICATES

- **Business Skills-Collaborative Decision-Making- (Online certification by Tata Consultancy-27 Aug 19)**
- **Process- Agile way of Working Foundation (Online certification by Tata Consultancy-28 Sep 21)**
- **Risk Operation (Online certification by Tata Consultancy-20 July 17)**

TOOLS

- LSQ (leadsquare)
- PSD ticketing tool, Zoho tool.
- SAP,
- ULTIMATIX Applications, Bloomberg
- Service now (ticket view),
- Party Darwin,
- Worked in Mainframe (PFS),
- FID, tolls applications,
- tally -ERP9 Certification,
- Oracle, MS-Office

SUMMARY

A result oriented professional with more than 9+ year extensive experience in Product management, IT back operations, Capital market, Account & finance with Tata consultancy services & Johnson MC'S. Ltd Adept at making critical decisions, managing deadlines, and conducting team reviews with expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements.

WORK EXPERIENCE

Assistant Manager (Product & Information Technology) Poonawalla Housing

Aug 2022 – Current

- Ensuring that all requirements have suitable benefits associated with it and full traceability on ownership of requirement and success criteria for each requirement.
- Maintaining a strong understanding of industry, regulatory and customer needs and apply this knowledge to all change activity to ensure appropriate solutions are developed and delivered.
- Working on SM (Service management) / IM (Incident management) / KM (Knowledge management) / PM (Problem management) and CM (Change management) also checking audit compliance.
- Reporting weekly updates to Higher Management as a consolidated report, duly following-up on actions items related to high-value goals.
- Follow governance/ toll gates to ensure the right requirements are being signed off and built, with the outcomes fully understood.
- Application support for level 2 (owner of LSQ application – mobile and Web)
- Application UI Configuration (LSQ – Leadsquare) apply roles, create, and update forms, process creation and updating as per shared BRD from Business support.
- After done above configuration on UAT (staging environment) test the application as per requirement and then after all done sign off from UAT and apply the same in production.
- Working on KM knowledge management (PPT, Video series for business users)
- SOP and documentation preparation for new IT users (KM)
- Regular training for Business associate for application understanding for front end.
- Meeting with supporting vendors for required understanding.

Business Analyst (Information Technology- Application L1 escalation support and UI Ultimatix)

Tata consultancy services

Aug 2018 – Aug 2022

- Module SPOC For SBWS, Password Authentication and MMT also taking care of escalation part for these two modules.
- Working on SM / IM / KM / PM
- Modules Trained in- India Payroll, I talent, Gess, Password, authcode, SBWS, MMT, Learning applications, Europe Payroll.
- Making SOP of chatbot function which created by TCS for employee portal & testing for the same, if any bugs that should be raised ticket to IT team and taking follow-up for resolution.
- India Payroll- Details of BOB, Retailer benefit NPS details, other if user in on site deputation.
- Provide support for queries on the process or tools.
- Take actions and minutes at some internal project meetings.
- Assist in the production of some parts of the Project, agendas, and other reporting activities.
- Provide all stakeholders with high-level of service excellence.
- Working with multiple delivery and business partners teams – internal and customer.
- Proficient knowledge of Project Management tools (Teams, service now, Ultimatix -GHD)

STRENGTHS

- **R & D**
- **Systematic**
- **Analytical**
- **Creative**

ACHIEVEMENTS

- **Awards for Excellence -11-Nov-2016** *On the spot Award*
- **Learning Awards- 26-May-2018** *(Fresco Play Award)*
- **Services Awards- 25-Sep-2019** *(Service & commitment awards)*

LANGUAGES

- **English**
- **Hindi**
- **Marathi**

Business Analyst (Capital Market Product Control - Morgen Stanley) Tata consultancy services

June 2016 – Aug -2018

- Complete specific team activates as outlined in the project workplan and other job-related duties as assigned
- Work closely with operational counterparts to ensure consistent business processing methods
- Develop documentation of test plans technical documentation, release notes end-user guides training programs and or other materials as necessary
- Develop strong relationships with end user communities, customers, and business partners.
- GICS Code – updating code for the correct cusip to the correct industry
- Updating CUSIP rates in PSF (mainframe)
- Maintaining tickets (Customer request)
- Working in enterprise cross reference data team (EPIX)
- Linking cusips (security) to its respective Darwin ID(Issuer Id).
- Creating Darwin ID (issuer Id) Using vendor source (Bloomberg Routers).
- Investigating corporate actions for the issuer.
- Handling high volume request doing request doing reports on daily basis.
- Attending weekly calls with control and clients.
- Managing client reports such as monthly and weekly SLA reports.

Accountant (Financial Reporting) JOHN SON MC'S LTD

April 2012 – June -2016

- Prepare monthly financial statements reports and records by collocating analyzing and summarizing account information.
- Responsible for general ledger.
- Maintain bank accounts statements.
- Auditing and verifying documents.
- Completing data backups.
- VAT, CST & LBT TAX Statement for filling returns.
- Purchase costing, beta costing every year.
- Petty cash maintenance.
- All directors & employee ITR maintenance
- All other online work (ex-internet banking, PAN, Income Tax return,)

EDUCATIONAL DETAILS

**University of Nagpur (Dr. Ambedkar College)
Bachelor Of Commerce- 2010**

**Maharashtra state Board (Seth Kesarimal Porwal College- Kamptee)
HSSC Commerce- 2006**

**Maharashtra state Board (School of home science-kamptee)
SSC General- 2004**