Tripti Ghai

**Mb: +91 8187896244 | tghai1990@gmail.com**

**Senior Consultant** possessing a total work experience of approx. 8 years **in dealing with consulting projects belonging to Banking & Financial Services (BFS)** vertical**.** PEGA based Techno-functional Exposure across multiple projects.

**KEY ROLES & RESPONSIBILITIES**

* Partnering with business teams & project teams for **business process analysis** and project management to **identify the scope, elicit and document requirements.**
* Creating project scope related documents and creating **epics and user stories** for the same.
* Conducting **requirement gathering sessions** & preparing **BRDs/FRDs, use cases, reviewing test scripts, and coordinating in other project deliverables** for multiple BFS clients across geographies.
* Experience as a QA lead in coordinating with teams to achieve quality deliverables.
* Experience on tools such as JIRA and confluence & ALM (Application Lifecycle Management).
* Assisting the support teams in **analyzing incidents** and problems.
* Performing **UAT and BVTs & Regression Testing** alongside business.
* Obtaining final documentation **signoffs at Go-live**.

**WORK EXPERIENCE**

**SENIOR CONSULTANT, DELOITTE CONSULTING INDIA PVT LTD**

Bangalore, IN | Nov 2021-Present

1. **Project: Global money debit card for a large bank catering to multiple geographies**

This was a digital transformation engagement which dealt with cards and servicing aspect of the BFS domain. The objective was to introduce a multicurrency debit card catering to customers spread across multiple geographies and look at the servicing aspects related to it.

**Role in project**: Global BA

**Responsibilities**:

* Driving discussions with stakeholders to understand the as-is processes and to analyze the impact of the transformation.
* Identifying the areas where servicing can be enhanced to help improve the customer/user journey.
* Managing the BAs pertaining to the targeted markets and creating user stories for the identified requirements, as required.

**SENIOR ASSOCIATE CONSULTANT, INFOSYS LIMITED**

Bangalore, IN | Nov 2018- Oct 2021

1. **Project: SWIFT messaging-based project for a Large US based Bank**

This was an agile based PEGA engagement belonging to Payments (SWIFT GPI) domain. The objective was to help in early adoption and compliance of the GPI swift messaging services to be adopted for the ISO 20022 standards which will help in building a standard library of messages and facilitate the consistent data exchange standards across all the business processes.

**Role:** Business Analyst

**Responsibilities:**

* Gathering requirements and writing sprint stories on JIRA.
* Discussing requirements with engineering team.
* Reviewing test cases/approaches for the stories in the current sprint.
* Giving sprint demo and participating in management demo to Business.

1. **Project: Mortgage property listing for REO sales properties and loan servicing for a US based mortgage firm**

This was an **agile** based PEGA PRPC+ RPA (Open span) project. Objective was to create an application in order to automate the existing property listing and home loan process.  
  
**Role**: BA+QA lead

**Tools used**: JIRA, Bitbucket/Git hub

**Key responsibilities:**

* Assisting the Product owner in gathering requirements and writing sprint stories on JIRA.
* Discussing requirements with engineering team. Playing a role of an interface between business and Technical team.
* Preparing test strategy document/plan.
* Creating test cases for the stories for the current sprint, on JIRA. Testing APIs using SOAP/postman app.
* Executing test cases and creating bugs on JIRA and tracking the same till closure.
* Giving sprint demo and management demo to Business.

1. **Project: Mortgage Settlements for a US based mortgage firm**

This was an **agile** based PEGA project (PRPC). Objective was to create an application in order to automate the existing settlements process.

**Key responsibilities:**

* Assisting the Product owner in gathering requirements and writing sprint stories on JIRA.
* Discussing requirements with engineering team. Playing a role of an interface between business and Technical team.
* Preparing test strategy document
* Creating test cases for the stories for the current sprint, on JIRA.
* Executing test cases and creating bugs on JIRA and tracking the same till closure.
* Giving demo to UAT team.

**BUSINESS ANALYST, COGNIZANT**

Bangalore, IN | April 2015- August 2018

1. **HOME LOAN PRICING in PEGA** for an **Australian Bank**

This consulting project belongs to **Mortgage Payments** in Banking & Financial Services. The requirements include incorporating major changes like introducing variations in discount rates when required or changing the pricing logic to provide better rates to the customers, to minor ones like appending new fields into UI for particular channel type.

**Responsibilities:**

* **Requirement Gathering** from client & preparation of Requirements Document.
* Preparation of UI **wireframes** for various scenarios as per the requirements.
* Managing & tracking all the requirements related items (enhancements, issues, etc.) by logging them into **JIRA.**
* Working with the testing & Dev team to finalize the test scenarios in scope.
* Preparing **UAT (User acceptance testing) & BVT (Build verification testing)** test scripts.
* Performing UAT (User acceptance testing) & BVT (Build verification testing) using PEGA 7 platform.
* Preparing BVT (Build verification testing) **test plan.**
* Preparing **UAT** test scenarios report (TSR).
* Solve critical issues in form of Change requests in accordance with client requirement.
* Answering to the analysis related queries of the development & testing team.
* Participating in the technical reviews and documentation check.

1. **ASSET DATA MODELLING** for a **Large US Based Financial Services Firm**

**Key Responsibilities:**

* Requirement Gathering & documentation.
* Message modeling & creating SWIFT message schemas along with the process flow diagrams using MS Visio.
* Making presentations depicting the various scenarios.

1. **DERIVATIVES BASED PROJECT** For A **Large US Based Financial Services Firm**

This consulting project dealt with adding new application interfaces in the system to standardize the message format across all the interacting applications. It involved creation of requirement document, analyzing the same in order to create a deployable JAR file to perform the required message transformation.

**Key Responsibilities**:

* Requirement Analysis from client using BRD (Basic Requirement Document).
* Preparation of mapping document including Pseudo code as per the requirements.
* Analyzing Data Element Catalogue to create financial message mapping document in adherence to SWIFT messaging standards.
* Performing mapping in the client specific tool & wrote test cases for different conditions used in it.
  + Creation of design document.
  + Creating reusable common actions in the client tool to encourage time saving.
  + Participating in the financial messaging Coding on the client specific tool & Preparation of test cases for the same.
* Solve critical technical issues in form of Change requests in accordance with client requirement.
* Answering to the analysis related queries of the development team.
* Participating in the Code reviews and documentation check.

**OTHER INITIATIVES**

* Assisted in the creation of CBC offerings which includes RFPs, test strategies and case studies.
* Created Business Understanding Document for Cash area which included creating as-is, to-be state diagram depicting the functional landscape.
* Analyzed the firm’s Cash related business processes and participating systems.
* Gained in-depth knowledge of consulting engagements and SWIFT financial messaging standards like ISO15022, ISO20022 which includes working knowledge of message modelling for message types like Securities settlement, FXO etc.
* Gained deep knowledge about Home loan Pricing & mortgages in banks, PEGA 7, PRPC in PEGA.

**ACHIEVEMENTS & CERTIFICATIONS**

* **PEGA Certified Business Architect (PCBA v8.4) and PEGA Certified Decisioning Consultant  
  (PCDC v 8.6).**
* Internal/org level certifications on agile methodology.
* **COGNIZANT CERTIFIED PROFESSIONAL** in: Banking & financial Services (L0), Derivatives (L1), Investment Banking & brokerage.
* Other **ORGANIZATION LEVEL LEARNING COURSES:** Business analysis & essential competencies, Payments & Cash Management, Use case methodology fundamentals, PEGA 7 fundamentals, PRPC for Business Analysts, Deep dive into Mortgages, US Payment systems, Commercial Cards.
* During Internship, worked on a project titled ‘Clearing & CMS operations” at HDFC Ltd., Jaipur.
* Awarded first prize in cultural fest in PG College.
* Coordinated the technical fest in the engineering college.
* Part of the placement committee in the PG College.

**EDUCATION**

* B. Tech (Hons.) in Computer Science Engineering
* MBA in Finance(Major) & Banking(Minor) from ICFAI Business School, Hyderabad

**PERSONAL INFORMATION**

**Gender :** Female

**Nationality:** Indian

**D.O.B :** August 27th, 1990