Reshma Munj
Business Analyst

Pottstown, PA - Email me on Indeed: indeed.com/r/Reshma-Munj/21d0b174d550a085

Technical Skills

WORK EXPERIENCE

Business Analyst
OM SAI SOLUTIONS - July 2009 to February 2011

Project: FIS Profile Implementation at Banco Nacional del Ejercito, Fuerza Aerea y Armada, S.N.C - Mexico

Work Profile Key Points: * Business Analyst Consultant with FIS headquartered at Jacksonville, FL (NASDAQ:FNIS- www.fisglobal.com) as part of the Profile implementation project for Banco Nacional del Ejercito in Mexico (www.banjercito.com.mx)
* Requirement Analysis and Testing
* Promptly solving client user queries on functionality testing.

* Worked extensively on Loan modules with the FIS loan team
* As a team member was actively involved in researching and analyzing client raised issues, recommend solutions, documenting issues and working with the developers to fix the issues
* Loan functionalities covered - Origination, Accrual/Interest, Billing, Payment application, Payment Calculation, Delinquency, late charge, Loan fees, Collateral and Payoff processing
* Other functionalities covered - Profile Dayend Processing and CIF(Customer) related functionalities, Profile reports and extracts for third party interfaces

Applications Used:
* Profile® is FIS' premier real-time core banking system. It is a fully integrated solution that includes customer, banking product, account and transactional requirements
* Profile WebCSR - a user interface for call center and branch personnel to originate and service customers and accounts
* Profile WebAdmin - provides back-office personnel with the ability to configure security, products, tables and reports
* Profile Teller - provides transaction posting capabilities to your branch personnel, supporting deposits, withdrawals, transfers, cash, receipt and balancing options

Business & Software Testing Analyst
OM SAI SOLUTIONS - November 2008 to March 2009

Project: FIS Profile Production support at Banco Wal-mart De México Adelante, S.A - Mexico

Work Profile Key Points: * Business Analyst Consultant with FIS headquartered at Jacksonville, FL (NASDAQ:FNIS- www.fisglobal.com) as part of the Application Management Team for Banco Wal-mart De México (www.bancowalmart.com)
* Requirement Analysis and Testing

* Worked mostly on CIF related functionalities
* Tested all Service Pack and Fix Pack software releases before released to Client

* Creation of Test plans for Software release testing

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Asst. Manager
HDFC BANK LTD   -   Mumbai, Maharashtra - April 1998 to April 2001

Work Profile Key Points: * Requirement Analysis on new functionalities required by Operations and Marketing Department
* Lead a team for Phone Banking executives
* Promptly solving user queries & users problem
* Worked on Retail Banking Software(Finware/FlexCube) and IVR Telephone Banking Software
* Training of new and existing products introduced by HDFC Bank
* Documented and Executed Test Plan and Cases for Phone Banking and Net Banking functionalities
* UAT Testing for Net Banking and Phone Banking Software

* Worked with Back-office operation department and Information Technology department to resolve customer queries and software bugs
* Interact with vendors on software bug fixes and new enhancements
* Was responsible for proactively documenting all work and workflows; regularly transfers knowledge and information to peers, subordinates and supervisors
* Worked and Trained resources on retail banking software and the IVR solutions
* Trained team on new product launches and customer service goals
* Supporting other retail applications such as ATM, Internet banking
* Making decisions and recommending solutions to problems within established guidelines.
* Assisting the implementation department in the new product set ups

Applications Used:
FINWARE (Now FLEXCUBE), retail-banking software, is based on the advanced distributed processing, client-server architecture and is implemented using SYBASE and OLTP. The GUI front end uses JAM and Visual C++ (Windows programming for some reports), implemented using Novell NetWare, and uses Scalable SQL for data storage. The back end software is on UNIX platforms (Solaris, FTX, and NCR), developed using C and JAM library calls. FINWARE caters to online real time transactions and operations across geographically distributed branches.
It is the base system, which integrates with other online channels as ATM, IVR, Internet banking, Mobile banking, etc. IVR- TELEBANKING SOFTWARE developed by ICSS for phone banking. BASE 24 on TANDEM for automated teller machines (ATM) developed by ACI Company, Singapore.

Officer
Standard Chartered Bank   -   Mumbai, Maharashtra - January 1996 to January 1998

* Worked as a Phone Banking Executive for Standard Chartered Bank, Mumbai.
* Handling of Inbound Queries of Customers

* Handling Customer Escalation
* Providing service to Customer for their accounts

EDUCATION

Diploma in Computer Application
University Of Mumbai

ADDITIONAL INFORMATION

• Proven analytical and outstanding problem solver, good interpersonal communication skills.
• Dedicated and self motivated with ability to work in multi-disciplinary teams and independently
• Experience working in complex assignments and fast paced banking environment.
• Achievement oriented with excellent communication & interpersonal skills
• Detail-oriented, multi-tasked, strong, learning and organizing skills matched with the ability to manage time and people effectively
• A good team player with an ability to lead a team by example and motivate them to achieve desired objectives

Operating Systems: UNIX, AIX
Languages: SQL, M(MUMPS)
Database: Sybase, MUMPS
Testing Tools: Quality Center, QTP (Quick Test Professional) • Mercury
Banking Software: FIS PROFILE® & PROFILE DIRECT Applications
Finware (FLEXCUBE) - Retail banking software, i-flex solutions
IVR -Tele-Banking software, ICSS
Packages: MS-Office (Word, Excel, Visio, Outlook)

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OM SAI SOLUTIONS, PA - US
Business & Software Testing Analyst Nov 2008 - Mar 2009

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HDFC BANK LTD, Mumbai
(Top Ranking Retail Bank in India)
Asst. Manager Apr 1998 - Apr 2001

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