

SUMMARY

Results-driven Business Analyst with over 5 years of experience in financial analysis, business requirements gathering, and operational improvements within the Banking/Financial industry. Demonstrated expertise in collaborating with technology teams and external partners to deliver end-to-end solutions that align with industry standards and regulatory requirements. Proven ability to lead cross-functional teams, conduct gap analysis, and drive payments-related projects under tight deadlines. Adept at fostering a customer focused culture and high-performance environment through strong communication, analytical abilities, and stakeholder relationships.

EXPERIENCE

Credit Counselor | Canadian Imperial Bank of Commerce (CIBC)

11/2022 to Present

- Analyzed business requirements and collaborated with cross-functional teams to develop payment processes and end-to-end solutions for clients
- Conducted root cause assessments and gap analysis to identify operational improvements, reducing delinquency risks by 30%
- Served as subject matter expert on payments-related projects, ensuring compliance with industry standards and regulatory requirements
- Facilitated workshops and user stories development to enhance functional requirements and streamline incident resolution
- Led release readiness reviews and post-implementation performance evaluations, improving client relationships and customer focused culture
- Mentored and coached team members, fostering a high-performance and inclusive work environment under tight deadlines and extended working hours

Business Consultant | Aranca

05/2019 to 03/2021

- Gathered requirements and mapped business processes for portfolio initiatives, supporting payments-related projects and operational improvements
- Collaborated with technology teams and external partners to deliver end-to-end solutions aligned with payment standards and regulatory requirements
- Led cross-functional teams in system analysis, gap analysis, and root cause assessments, increasing project delivery efficiency by 25%
- Managed project risks, conducted release readiness reviews, and tracked deliverables using Jira, Confluence, and MS Office
- Acted as scrum master and project manager for multiple projects, ensuring test cycles and office attendance compliance
- Built strong stakeholder relationships and promoted a customer focused culture through effective communication and problem-solving

Business Analyst | Chep India Pvt Ltd

05/2018 to 09/2018

- Conducted requirements gathering and business process mapping for database creation and quality testing of product portfolios
- Collaborated with cross-functional teams to enhance payment processes and operational efficiency
- Performed system analysis and functional requirements validation, supporting incident resolution and post-implementation performance reviews
- Supported test cycles and ensured compliance with industry standards and regulatory requirements

EDUCATION

Post-Graduation in Project Management | Centennial College, CA

2022 to 2022

Focused on project management methodologies, requirements gathering, and business process mapping relevant to the Banking/Financial industry.

Post-Graduation in Business Analytics | Seneca College, CA

2021 to 2021

Emphasized system analysis, analytical abilities, and problem-solving for business requirements and operational improvements.

MBA in Technology Management | NMIMS University, IN

2017 to 2019

Specialized in strategic business analysis, technology teams collaboration, and portfolio initiatives.

Bachelor of Technology- Mechanical Engineering | NMIMS University, IN

2014 to 2018

Developed strong analytical abilities and problem-solving skills applicable to business process mapping and system analysis.

SKILLS

business requirements	collaborate	technology teams
external partners	end-to-end solution	functional requirements