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| Role | Business Analyst | Email | Kalra.sarika83@gmail.com |
| Current Location | Noida | Contact | +919711157188 |

**SKILLS**

Pune

Business Analysis Product Management Requirement Elicitation Gap Analysis Stakeholderanagement Product Design Agile Methodology Wireframing Team Management Process Automation BRD FRD Use Cases User Stories Problem Solving Product Strategy Market Research

**PROFESSIONAL SUMMARY**

* 5 years of experience in business analysis and product management with banking automation
* Effective translation of business needs into technology solutions and business process improvements in adherence with company’s objectives
* Developing product vision & strategy with continuous product improvement
* Efficient in managing teams and stakeholders to negotiate and balance the demands and expectations
* Feasibility analysis and impact assessment of the solution on the overall business

**WORK EXPERIENCE**

**Business Analyst -**Yes Bank Pvt Ltd.

(Apr,23 to till Date, Noida)

*Roles & Responsibilities*

* Designing & implementing various ideas of process & system enhancement for Complaince Software.
* Engagement with key stakeholders to prioritize the business problems & opportunities for further technical enhancement for internal & external channel
* Organizing & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface
* Analysis, Document Analysis, Brainstorming Sessions and Focus Group Discussions
* Conducting Gap Analysis, Scope Analysis, Impact Analysis on Business Process using techniques like use case diagrams (UML),
* Context Diagram, BPMN, Flow charts & Requirement Analysis & Design Definition (RADD)
* Conducting “AS-IS” and “TO-BE” analysis and suggest fit for Business Solutions by designing a Change Strategy
* Prioritization of requirements using MOSCOW and Business Value methods followed by documenting as BRD, FRD, Change Request
* Performed quality assurance (functional testing) and user acceptance testing (UAT) facilitating on-time & acclaimed “go-live” of the application.
* Act as center point of contact for all project activities liaising with delivery managers

Business review meetings with business stakeholders sharing insights about effective business changes due to technical

* upgradation by presenting projects’ insights in Business Review Meetings on periodic basis

**PROJECTS**

**Upgradation of Amlock (AML ) Application**

Axis Bank Ltd

**Senior Manager- Business Analyst** Axis Bank Pvt Ltd.

(May,18 to April,23, New Delhi)

*Roles & Responsibilities*

* Involved in overall activities related to Business Strategic Planning & IT-automation for cross sell & liability channel of bank
* Designing & implementing various ideas of process & system enhancement for salesforce & product improvement
* Engagement with key stakeholders and business owners to prioritize the business problems & opportunities for further technical enhancement for internal & external cross sell channel
* Organizing & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions and Focus Group Discussions
* Conducting Gap Analysis, Scope Analysis, Impact Analysis on Business Process using techniques like use case diagrams (UML),
* Context Diagram, BPMN, Flow charts & Requirement Analysis & Design Deϐ inition (RADD)
* Conducting “AS-IS” and “TO-BE” analysis and suggest ϐit for Business Solutions by designing a Change Strategy Prioritization of requirements using MOSCOW and Business Value methods followed by documenting as BRD, FRD, Change Request
* Performed quality assurance (functional testing) and user acceptance testing (UAT) facilitating on-time & acclaimed “go-live” of
* the application.
* Act center point of contact for all project activities liaising with delivery managers
* Business review meetings with business stakeholders sharing insights about effective business changes due to technical
* upgradation by presenting projects’ insights in Business Review Meetings on periodic basis

**PROJECTS**

* **Lakshay -**Effectively managed business data insights of all salesforce on one digital platform as per role in business enabling taking critical business decisions on real time basis through data from platform
* **Axis One View-**  Internal software to generate all type of Service Request of Customer.
* **Saksham-**- Internal Software to for doing Financial & all Non Financial Transaction instead of Using Finacle by End User. Software is combination of Multiple Software Like Suraksha (used for Locker Operations) ,customer One View ( Genration of Customer Details with Mobile No/ Pan Card/ Cust Id/ A/c No) , Generation of Customer Statement & directly sending Emails, Updation of Customer Details using Bio Metric or OTP, Direct Updation of 15 G/H, Creation of FDRs
* **Creation of E register** - Migration of Physical Register to E register. All Major Register are digitalized.

Axis Bank Ltd

**Senior Manager-** Axis Bank Pvt Ltd.

(May,2007 to April,18, New Delhi)

Branch operations Head- involved in planning, directing and

controlling the overall activities of the branch to ensure incremental CASA

growth, exceptional customer experience, enhanced productivity of staff, and

compliance to internal policy &amp; external statutory regulations.

**TECHNICAL SKILL**

**Tools-** MS-Word, MS-Excel, MS-PowerPoint, JIRA.

**Methodologies-** Scrum, Agile, Waterfall, UML .

**CERTIFICATES/TRAININGS**

CBAP Trained -Business Analysis Certified Professional (2/2025) *TrainSmart Academy*

*Project Management Essential Services*

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| Degree | Institution / University | Year |
| MBA | Kurukshetra University | 2005 |
| B Com | Kurukshetra University | 2003 |