**James**

**Business Analyst**

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**CAREER OBJECTIVE**

To work in an environment which is innovative, challenging, rewarding and which offers profound knowledge base to enhance my talent, exposure and zeal of learning

**PROFILE SUMMARY:**

* More than **10 years** of experience as a Business Analyst in **Payments Banking** domain.
* Implemented Payment System (TCS BaNCS) in 7 countries across Europe and 2 countries in Asia and coverage of Settlement systems like SEPA, Target2, SIC/ESIC, CHAPS, HKDCHATS, CNH CHATS and EGIRO.
* Key experience as a Lead for Credit Transfers area managing the technical and functional communication with systems like SEPA, SWIFT, SIC/ESIC.
* Extensive usage of the SWIFT FIN messages for Customer payments and Bank payments and the customer reporting and advices (MT103, MT202 and MT202COV, MT900, MT910, MT942, MT940).
* Implemented the SWIFT ISO 20022 cash management customer statements (CAMT052, CAMT053) · Domain Knowledge of the SEPA-Pain (001,002,007,008) and PAC (004,008) messages.
* Worked closely with Project Stakeholders, Subject Matter Experts (SMEs), and Business Users to understand the requirements and specifications for new applications along with re - engineering the existing applications.
* Used Elicitation techniques like interviewing, questionnaires, brainstorming, JAD, workshops, observation, and document analysis for requirement gathering.
* Extensive experience in creating product backlog and grooming the backlog.
* Extensive experience in creating Business Requirement Document (BRD), Functional Requirement Document (FRD), Story Maps, Flow charts, mock-up, Data Models, Use Case Model, Activity Diagrams using UML (Unified Modelling Language).
* Knowledge and understanding of SDLC process (Waterfall and Agile) methods and terminologies.
* Experienced in working in an Agile Scrum environment with ability to breakdown requirements into epics, features and user stories.
* Experience in Change Management– accommodating change requests, getting approval, impact analysis, follow-up with development team and ensuring delivery on time. Take care of the SLA’s and ensure the smooth execution of the project.
* Experience in performing Gap Analysis by understanding and mapping the AS-IS state and TO-BE state.
* Experience in prioritizing and estimating using user stories using MoSCoW and Planning Poker.
* Led multiple end-to-end project implementations, utilizing the functional and technical expertise gained in the fields of Payments (SEPA), Funds Transfer and Core banking.

**CORE BA SKILLS:** Project Scope Definition and Modelling, Stakeholder analysis and Mapping, Requirement Elicitation, Requirement analysis, Requirement Modelling, Requirement Validation, Requirement management, Requirement documentation, Requirement prioritization, UML, BPMN2.0, Gap Analysis, Business Impact Analysis, Root Cause Analysis, SWOT Analysis.

**SOFT SKILLS:** Communication, stakeholder management, leadership, decision making, analytical thinking, critical thinking, proactiveness, conflict management, problem solving.

**DOMAIN KNOWLEDGE:** SEPA, SWIFT, SIC/ESIC, Target2, CHAPS, HKDCHATS, CNH CHATS and EGIRO, TCS BaNCS

**OPERATING SYSTEM:** Windows 7, Window 10, Unix

**BA TOOLS:** Jira, Confluence, Draw.io, MS Visio

**TECHNICAL SKILLS:** SQL

**OTHERS:** Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Microsoft Outlook, Microsoft Access, HP Quality Centre,

**PROFESSIONAL EXPERIENCE:**

**Company: Capgemini, UK August, 2021 - Till date**

**Client: HSBC**

**Project: Operational Resilience**

**Role: Business Analyst**

**Key Responsibilities:**

* Liaised with business stakeholders to understand the current business problem by investigating the business needs using Root Cause Analysis, and identified areas of Improvement.
* Completed GAP analysis, documented the AS-IS and TO-BE states into UML use case diagrams to provide stakeholders with a clear illustration on the functionality the new website would provide.
* Built rapport with key stakeholders and managed them based on interest and power as per the stakeholder matrix strategy.
* Captured high level requirements from stakeholders through workshops, interviews, JAD sessions, brainstorming sessions and translated them into agile user stories and acceptance criteria, ensuring they are meeting INVEST criteria.
* Created wireframes using Balsamiq cloud to help articulate solutions to business and technical teams which helped to mitigate the risk of time loss in requirements understanding.
* Led backlog refinement with technical teams on Jira to increase understanding of functionalities to be developed and helped with estimation.
* Created detailed wireframes in Balsamiq Cloud to illustrate features alongside user stories.
* Logged any risks, issues, assumptions, and dependencies on the RAID log.
* Supported testing teams by drafting test scripts.
* Conducted User Acceptance Testing (UAT) due to shortage of tester resource. Reported results to the business summarising the success rate.

**Company: Capgemini, India June, 2019 – July, 2021**

**Client: Nordea**

**Project: Payment Information Provisioning**

**Role: Business Analyst**

**Key Responsibilities:**

* Elicit & Translate Business requirement to User Stories.
* Conducted Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions and Focus Group to understand the business needs.
* Gathered and analyzed the User requirements and Functional Requirements and documented Use Cases, Process Maps, Wireframes & Non-Functional Requirements.
* Conducted walkthrough of requirements to technical team and helped resolve open issues and Change Requests through Impact Analysis.
* Performing end-to-end cross-discipline leadership throughout the software development lifecycle. Accountable for on-time, high-quality software project deliveries, including Analysis, Design, Development, and Quality Assurance.
* Document process workflows and make appropriate recommendations to impact operational efficiencies.
* Prioritize Requirements using MOSCOW and Business Value methods.
* Involved in Software Development Life Cycle Design, Developing and Implementation of the
* Project.
* Worked in collaboration with business managers, product owners and scrum team to identify and investigate business problems and proffer solutions. Creating the business case.
* Designed workflows and operations charts, documenting existing procedures to ensure projects remain in scope.

**Company: Tata Consultancy Services March, 2012 – May, 2019**

**Client: Societe Generale**

**Project**: **TCS BaNCS Implementation**

**Role: Business Analyst/Subject Matter Expert**

**Key Responsibilities:**

* Conducted Interviews with business process owner and understood the business objective, scope of the project.
* Created Project Scope document and performed scope modelling using Use Case Diagram.
* Conducted several workshops, JAD sessions, focus group sessions, brainstorming sessions to gather detailed functional and non-functional requirements.
* Analyzed and modelled the gathered requirements using BPMN and UML.
* Helped Bank IT team in understanding and validating the new business requirements as per the guidelines issued by the regulatory bodies.
* Conducted walkthrough of requirements to technical team and helped resolve open issues and Change Requests through Impact Analysis.
* Assisted in SEPA and Payments product set up, maintenances and parameterization.
* Developed few critical OBIEE reports at site as per bank’s requirement.
* In offshore projects, worked on gap analysis and prepared functional specification document based on the client requirements.
* Documented business requirements in the form of BRD and functional and non-functional requirements in the form of FRD.
* Participated in functional testing by creating test case document.
* Review, analyse, and create detailed documentation of use cases, business processes along with user's needs including release notes, workflow, data, functions, design aspects and steps required to develop or modify processes or systems.

**ACADEMIC QUALIFICATIONS:**

* Bachelor of Technology in Information and Technology from World College of Technology and Management, Gurgaon, NCR.

**ADDITIONAL QUALIFICATIONS**

* ISO 20022 Masterclass certified with MVL Consulting.
* Certified Scrum Master (CSM) with Scrum Alliance.
* Certified Scrum Product Owner (CSPO) with Scrum Alliance

**ACHIEVEMENTS:**

* Star of the Quarter Award – Given Quarterly thrice while being in organization under the tagged Project.
* Received mail of Appreciation from Client (SG) while working in Bangalore location.
* Received on the spot award for being the quickest available resource at all possible time during big releases, production support and Pre-Execution Test ceremony happened at offshore (Gurgaon).
* Awarded as Customer Delight in Q4-2020 by Nordea.

**PERSONAL DETAILS:**

* Date of Birth:
* Current Address:
* Permanent Address:
* Languages: