

## CERTIFIED BUSINESS ANALYST | CERTIFIED AGILE BUSINESS ANALYST || SFPC | PRINCE 2 || IIBA – ECBA TRAINED | PSM TRAINED || PSPO TRAINED || Ex: NATWEST || TRANTOR SOFTWARE PRIVATE LTD

Enthusiastic, driven, quickly adaptable and Business Analyst with 11 years of experience in the domains of Retail banking with skills in Waterfall, Agile, and Scrum Methodologies. Solution driven business analyst with experience leading cross functional teams in the development, documentation, and delivery process to attain the business goals. Certified Scrum Master, Google Analytics and Robotic Process Automation as a Senior Business Analyst.

- ✚ Business Analyst professional with experience in Requirements Gathering, Analysis and Communication with SMEs, Stakeholders (technical, non-technical), business process analysis, Solution Assessment & Validation, documenting project artifacts and Testing/Maintenance operations.
- ✚ Proficiency in leading/conducting requirements gathering processes and techniques using different elicitation methods such as client interviewing, requirements workshops, interface analysis, brainstorming, survey/questionnaire, focus groups, document analysis, observations.
- ✚ Expertise in creating project artifacts such as Business Requirements Document (BRD), Use Case Documentation, Requirements Traceability Matrix (RTM), Business Rules Spreadsheet, Functional Requirements Document (FRD), Data Mapping Document, Systems Requirements Specification (SRS) and GUI Mock-up Screens.
- ✚ Conducting Joint Application Development (JAD) sessions for deriving functional/non-functional requirements.
- ✚ Experience in conducting GAP, Impact, SWOT, Cause & effect analysis, Root cause, Cost-benefit analysis, Feasibility studies, Risk analysis, ROI analysis tools and techniques.
- ✚ Professional experience in all phases and methodologies of System Development Life Cycle (SDLC) including Waterfall, Agile/Scrum, with Scrum Master Experience.
- ✚ Experience and knowledge in project management and managing offshore teams on their development process.
- ✚ Professional expertise in collaborating with multiple teams on different levels of Scaled Agile Frameworks (Safe).
- ✚ Facilitation of Scrum Ceremonies and adoption of agile related techniques.

### Skill Set

✚ Use Case	✚ UML & Data flow modelling	✚ Wireframes & Mock-ups	✚ Requirement prioritization
✚ BRD   FRD   FSD   SRS	✚ User Stories	✚ Change Strategy	✚ Client Negotiation
✚ Epics	✚ Agile & Waterfall Methodologies	✚ Stakeholder Management	
✚ Requirement Elicitation & Gathering	✚ Process Modelling	✚ Release planning	
	✚ Gap Analysis	✚ Scrum- Agile	✚ Scope

### Tool

Microsoft Visio | Lucid chart | Balsamiq | JIRA | Confluence | In Vision | MS Excel | MYSQL | MS Office | CRM | Azure | Python |

### WORK EXPERIENCE

**Trantor Software Private Ltd -present working. Since 19 December 2022 to till now**

**Designation: Senior Business Analyst**

- ✚ Collaborated with the URW Team and integra life on multifaceted projects, including lease abstraction, AutoCAD, property tax, and contractor extension, ensuring the successful execution of diverse tasks.
- ✚ Organized focus group sessions, interviews, brainstorming sessions with business to identify business requirements.
- ✚ Designed Process Definition Document (PDD) detailing automation of bot with necessary UML diagrams which included Activity flow diagrams, Data flow diagrams, Communication diagrams, Sequence diagrams, Static and for a realistic visualization.
- ✚ Deployed 10 Bots saving company 25657 hours and totalling \$1,228,412 for 2022/2023.
- ✚ Maintained frequent, high-quality communications with clients and all other affected individuals/ areas of projects and support, including project meetings, project plans, project scope and key assumptions, dates, etc.
- ✚ Maintained full ownership of automation application development process, collaborated with development process providing support and monitor progress of team.
- ✚ Assisted in execution of development and deployment of bots, API Integration, and other technologies.
- ✚ Maintained Minutes of Meeting of requirement gathering meetings, scrum meetings, provide action plan and resolved potential impediments.
- ✚ Analysed business challenges and provided mitigation strategies for smooth integration of bots into applications.
- ✚ Composed and detailed GAP Analysis of new system and produced AS-IS and TO-BE documents.

- ✚ Responsible for handling change request by analysing them and providing required documentation to change request board that is responsible for approval of request made.
- ✚ Assisted with user testing of systems User Acceptance Testing (UAT), developing, and maintaining quality procedures, and ensuring that appropriate documentation is in place.
- ✚ Worked with development and testing teams to accomplish timely release objectives.

**NatWest Bank |** Since Oct'12 till Sep 2022

**Designation: Customer Business analyst 2022 ← Process Associate 2017 ← Senior Associate 2016-17 ← Analyst 2012- 15**

- ✚ Lead & own oversight of smaller process improvement work & collaborate with teammates on larger initiatives.
- ✚ Identify & implement process improvements by understanding customers' needs & drive issue resolution.
- ✚ Provide accurate, consistent, knowledgeable responses to stakeholder questions and requests.
- ✚ Follow documented policies & procedures to execute day to day transactions, activities, processes and ensure all Service Level Agreements (SLAs) are met.
- ✚ Primary responsibility is to maintain all relevant MI, KPI, presentation for monthly boards and tracking the Joiners, Movers and Leavers for the unit.
- ✚ Preparation of monthly people board papers for discussion which will cover aspects such as headcount, attrition, open positions.
- ✚ Managed incidents in the absence of manager and ensured all the requirements were met.
- ✚ Dealt with Unpaid Standing Orders and Direct Debits of current account holders, repayment of loans, setting up/amending direct debit for mortgage accounts, re-keying new plan for mortgage payments based on request and calculation and refund of personal interest for customers in Forbearance plan.
- ✚ Primary responsibility is to maintain all relevant MI, KPI, presentation for monthly boards and tracking the Joiners, Movers, and Leavers for the unit.
- ✚ Maintained the Activity/costing file and attrition analysis for the unit.
- ✚ Responsible for processing retail customers accounts which were overdrawn above the sanctioned limit offered by the bank.
- ✚ Supported operations team during major incidents such as flood/cyclone and ensure the business requirements were completed.

#### DRIVING PIONEERING INITIATIVES

'YES Check' Implementation	Automation	Process Journey Mapping	Cost Saving
1. First person to implement this objective (tool to help guide our thinking & decision making & helps us consider the perspectives of different stakeholders) in RBS.  2. Delivered benefits worth £1.2 million in 2020 through Robotics.  3. Successfully migrated 2 projects and reduced the exceptions/hand-off from 10% to less than.	1. Reduced TAT of "Certification Interest" process from 10 min to 4 min while benefitting 3500 customers  2. Created online platform to generate Certificate the customer.  3. Automated standing order process automation. (Ulster bank)  4. Business Banking - Robotic Desktop Automation to open additional business account and conversion of customer accounts.  5. Account Maintenance – End to end review resulting in simplification of process	1. Designed process journey wall in the office and presented it to the UK visitors.  2. Performance Management Application – Web application to support performance management and resource planning.	3. Saved 2500 Pounds by simplifying DDIC process.  4. Smart Forms – Introduction of smart forms at branches reducing print & paper cost

#### PROCESSES HANDLED

Audit Letters: Process NatWest & RBS banks' client's data in UK & provide auditing information for corporate, commercial, and retail sector of customers on the audit date.

Account Maintenances: Prepare financial statements including balance sheet and income statements & send it periodically to the customer.

Facilitate Buying of Instant Access Savings | Cash ISA | Providing Certificate of Interest | Standing Order| Card (Verifying KYC, providing card details through secured system & blocking cards) | Cancellation of DDs and Standing orders | DD Amends | DDIC | OLAF Standing Order/cancellation (Online Application forum)

## AWARDS

- ✚ Recipient of "**Star of the month**" award for clearing high volumes in certificate of interest, balance, standing order in time.
- ✚ Awarded as "**First Yes check Winner**".
- ✚ Won: '**Spot Ovation Award**' for implementing new ideas that simplified the process.
  - '**Silver Ovation Award**' for efficiently managing the team to clear the volumes in sorting process, change of address process.
  - '**Gold Ovation Award**' for pro-actively serving the customer in 2014 floods in Chennai.

## Certifications

- ✚ Certified Agile Business Analyst from IIBA regulatory institute, TrainSmart Academy
- ✚ Scrum Foundation Professional Certificate, Certiprof
- ✚ Cloud Computing with Microsoft Azure
- ✚ Certificate of Prince2 Foundation Course
- ✚ Google Cloud Python tutorials
- ✚ Digital Skills: User Experience, Accenture
- ✚ Project Management Essentials Certified, Management & Strategy Institute
- ✚ Six Sigma White Belt Certification, 6sigmastudy
- ✚ Six Sigma yellow Belt Certification, 6sigmastudy
- ✚ Excel Essential Training, LinkedIn Learning
- ✚ UI Path training on Business Analysis and RPA Implementation (UiPath Academy)
- ✚ Certified Accounting The foundation
- ✚ Certified Project Management Essentials
- ✚ Certified Project Micro (PAC)TM
- ✚ Certified Corporation –Beginner to Pro Microsoft Excel
- ✚ Certified Creating Sales dashboard using Microsoft excel.
- ✚ Certified Microsoft Excel 2016 Beginners
- ✚ Diploma of completion Introduction to RPA and Automation
- ✚ Diploma in finance from GNIIT

## ACADEMIC PERFORMANCE

B.COM - Institution- ANNA ADHARSH COLLEGE OF WOMEN

University- Madras University

Performance - 68.25%

Year of passing - 2011

HSC-Institution- G.K.Shetty Vivekananda Vidyalaya junior college, Ambattur

Board- CBSE

Performance - 69.5%

Year of passing -2008

SSLC -Institution- G.K.Shetty Vivekananda Vidyalaya Junior College, Ambattur

Board - CBSE

Performance - 60%

Year of passing -2006

## PERSONAL PROFILE

Name: SANDHYA J.

Fathers Name: Mr. R. Jayagopi

Mother's Name: Mrs. N.K. Rupa

Linguistics: Tamil, English, Telugu

Date of Birth: 01-11-1990

Nationality: Indian

## DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility.  
for the correctness of the above-mentioned particular

DATE:

PLACE:(SANDHYA J.)