

# VIKAS TIWARI

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## PROFILE

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Adaptable and efficiency-oriented professional with over 7+ years of experience in the Banking domain with skills in Business Analyst, Stakeholder Management, Requirement Gathering and elicitation, Client Interaction, Team Management, FSD, BRD, User acceptance Testing, Regression testing. Good understanding of client management and Onsite coordination. Worked with client's Business Teams for seamless transactions from UAT to Production and related activities.

## EXPERIENCE

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### CRIF – Pune, India

#### *Business Analyst*

*Mar 2016 – Present*

- Experienced in Business Analysis for the Business Modelling Group, Role to understand the business requirements and Coordinating project activities like Client Interaction & Requirement Gathering, Team Management and Project Deliveries.
- Documented user stories with Acceptance criteria, Business value, Precondition, and included any development and testing notes.
- FSD, BRD, UAT, Regression Testing and Project Management Consulting, acts as a Single point of contact for Internal Teams along with Clients and Stakeholders.
- Analysing existing app features and identify the gaps and suggest a high-level solution based on the requirements & existing functionality.
- Delivered other requirement documents like Use Case\Process Flow\Change Requests\SRS\ Requirement.
- Change Request management, along with helping in generating revenues by turning clients to provide more CR's and implementations.

### Projects:

#### 1. CONTACT - Collection System

**Description:** Contact is a collection system is a solution for technical supplying the operational process for business units, which are working with problem assets. System's main purpose is to provide the optimized workflow for company's departments. "Contact" product allows forming management reporting and controlling the work of system users. System may be updated and customized according to individual customer's needs. Integration with other products is also available.

**Technology used:** Java, Spring boot, Micro-services, Angular 2+, nginx, HTML, CSS, MSSQL, Elastic search, RabbitMQ, Docker.

#### Roles and Responsibilities –

- Working with the Product and business team to customize the product, as per the client's requirement for Loan collection and document management.
- Preparation of BRD, FSD and technical documents.
- Responsible for User Acceptance Testing & Regression Testing.
- Bug investigation and interact with development team to fix it.
- Conduct requirement gathering session with client.
- Managing daily scrums with internal teams, to discuss all issues and Change Requests statuses.
- Monitoring deliverables and ensuring timely completion of projects.
- Allocating resources and maintaining cost efficiency.
- Ensuring solutions meet business needs and requirements.

## 2. CRM System – Print Media

**Description:** The Offset Printing Solution is a CRM web application based on to manage all the printing media related stuff. It manages all the content of printing industries, handles the account, and manages the department, designations, and roles of a particular employee. It will also make mathematics calculate for all kinds of billing invoices for the customer / client.

This application also has a production section which is used to manage the production of different products/items. It also includes parcel management (logistics) which is used to track/dispatch the particulars on a date and time basis.

**Technology Used:** PHP, MySQL

### Roles and Responsibilities –

- Instrumental in requirement gathering and documentation.
- Preparation of Business requirement document and Functional specification documents
- Provided feedback on the FSDs and Project proposal documents to seal off potential loopholes.
- Team handling and Team management with maintained SLA
- Preparing and reviewing the solution design documents.
- Managing User Acceptance Testing and Regression Testing.
- Managed scrum calls with related stakeholders and business.
- Gathering critical information from meetings with various stakeholders and producing useful reports.
- Working closely with clients, technicians, and managerial staff.

## DemandShore – Pune, India

### Lead Generation Executive

**Oct 2014 – Mar 2016**

- Starting Member of Pre-Sales Activities
- Started from scratch, innovated, initiated, and settled Processes for Pre-Sales Unit
- Product consulting, feasibility analysis for customized business requirements.
- Assisting clients for Due Diligence with the help of Risk Management Solutions products, Compliance Review, Market Credibility information.
- Experience in Operations, Vendor Management, Pre-Sales & Post Sales, Business Support & Business Analysis, B2B Lead Generation.

## WIPRO (Outsourcing)– Pune, India

### Senior Associate

**Mar 2012 – Jun 2014**

- Worked with 'Singapore Airlines' as an associate handling client's concern.
- Part of L2 support, to assist L1 colleagues and provided OJT to freshers.

## EDUCATION

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**Rashtrasant Tukadoji Maharaj Nagpur UNIVERSITY – Nagpur, India**

Bachelor of Engineering, Computer Engineering

## ADDITIONAL

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**Skills:** Requirement Gathering, Loan Collection, JIRA, Agile, User Stories & Epics, SoapUI, Postman, Rule Engine, LOS (Basic Functionality), CRM, SDLC, WinScp, Putty, BRD, FSD, FRD, SRS, Confluence, UAT, Document Management, Stakeholder Management

**Languages:** Fluent in Hindi (Mother Tongue), English, Marathi