

# ANI JAIN

Mumbai, India 400089 • 8005585785 • anniejain54@gmail.com

## Professional Summary

Solutions-driven business analyst with 9 years of experience leading cross- functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Seek opportunities to transform company practices into fresh, cost- effective solutions leading to more efficient operation.

## Skills

| BA Skills   | Technical Skills  | Domain Skills   |
|---|---|---|
| <ul style="list-style-type: none"><li>• Requirement Elicitation(JAD, BRD)</li><li>• Agile Methodology</li><li>• SDLC Methodologies</li><li>• Customer Management</li><li>• Stakeholder Management</li><li>• Gap Analysis</li><li>• Process Documentation</li><li>• Technology Implementation</li><li>• Scrum Framework</li><li>• Cost-Benefit Analysis</li><li>• Data-Drive Decision-Making</li><li>• Release Planning</li><li>• Process Optimization</li></ul> | <ul style="list-style-type: none"><li>• CRM Applications (Salesforce, Siebel CRM, Dynamics 365)</li><li>• Finacle</li><li>• Jira/Confluence</li><li>• KPI Dashboards/Scorecards</li><li>• Microsoft Excel</li><li>• SQL</li><li>• Prototyping and Wireframing</li><li>• API Understanding</li><li>• Business Intelligence Tools-Power BI, Tableau, Visio, FIGMA</li><li>• AEM</li><li>• Postman</li></ul> | <ul style="list-style-type: none"><li>• Fintech</li><li>• Banking</li><li>• E – Commerce</li><li>• Healthcare</li><li>• Insurance Product Knowledge</li><li>• Mortgages and Loans</li><li>• Regulatory Compliance</li></ul> |

## Work History

**Lead Business Analyst**, 11/2022 to Current

**Ciklum Ind Pvt Ltd** – Pune

- Worked effectively with cross-functional design teams to create software solutions that elevated client-side experience and significantly improved overall functionality and performance
- Lead business requirements and business process elicitation to inform the organization's CRM strategy and roadmap leveraging the Salesforce platform

- Monitoring performance of newly developed product to ensure they are fully operational within defined threshold and met 96% of deadlines by identifying and Mitigating engineering roadblocks
- Enhanced project efficiency by streamlining business processes and implementing best practices.
- Boosted client satisfaction by effectively managing stakeholder expectations and delivering high-quality solutions.
- Optimized business operations with thorough analysis of current systems, identifying areas for improvement and recommending actionable changes.

#### **Senior Business Analyst, 09/2021 to 11/2022**

##### **Brillio technologies – Pune, India**

- Collaborates with CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
- Streamlined workflow for better productivity with the implementation of new software solutions.
- Developed comprehensive data models to guide decision-making, resulting in more informed strategies.
- Collaborated with cross-functional teams, ensuring a cohesive approach to business analysis.
- Identified cost-saving opportunities by conducting thorough financial analysis on company expenditures.

#### **Senior Business Analyst, 09/2020 to 09/2021**

##### **Capita Pvt Ltd – Pune**

- Worked in loans and mortgage domain for web application of UK based bank.
- Mapped process activities to identify shortfalls and identify options to rectify operational inefficiencies
- Streamlined business processes by identifying inefficiencies and implementing targeted improvements.
- Developed detailed project plans, effectively managing timelines and ensuring timely completion of deliverables.
- Optimized business operations with thorough analysis of current systems, identifying areas for improvement and recommending actionable changes.

#### **Business Analyst, 04/2019 to 09/2020**

##### **RBL Bank – Mumbai, India**

- Managed testing cycles, including test plan creation, development of scripts and co-ordination of user acceptance testing for MoBank (RBL Mobile Banking App) within Mobile Banking segment
- Design, develop and maintain all company, team, and individual dashboard metrics

- Design and develop workflow rules, validation rules, email notifications, etc
- Develop, run, update and export salesforce.com reports, analytics and dashboards to support and monitor daily activity and key performance measures
- Established online configuration knowledge base to support functionality by developing robust system application overview
- Responsible for decision making in resource addition, quotation making and proposal approvals
- Managed team of 16 direct reports responsible for on-going product optimization, account management and ad placement on company website
- Enhanced company-wide decision-making by developing comprehensive reports on key performance indicators.
- Reduced project completion times by effectively managing cross-functional teams in agile environments.

**Business Analyst**, 06/2015 to 03/2019

#### **Cognizant Technology Solutions**

- Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, and Cases
- Involved in release acceptance, functional, integration, system level, and regression testing
- Developed detailed reports for management, providing insights into project progress and potential opportunities.
- Increased sales productivity, configuring and customizing Salesforce to meet specific business needs.
- Streamlined data management for better decision-making by optimizing the use of Salesforce reporting tools.
- Enhanced Salesforce efficiency by identifying and implementing process improvements.

### **Education**

**B.Tech:** Electronics and Communication Engineering, 06/2014

**Amity University** - Jaipur, Rajasthan