Madhulika Tiwari

| Mobile: +91 9560888184 | tiwari.madhulika03@gmail.com |Lead Business Analyst|
Looking for Immediate opportunities

PERSONAL STATEMENT

Offering an overall 7 years of professional experience in IT Industry into Investment Banking and Payment domain with expertise in business analysis, IT Audit- Disaster recovery , Business Continuity, client delivery management, requirements Analysis and Management, Solution design and validation, Stakeholder Management, Planning & Prioritization.

Project Name	Domain	Technical Skills
Credit-Suisse	Listed Derivates	JIRA/Confluence, PL/SQL, MS Office, MS Visio, MS Access, Qlikview, Cognos, Enterprise Architect, Salesforce, Clarity, Kibana, Good Knowledge of Listed Derivatives, Subledgers (trial balance), EGUS (Electronic give up agreement systems), Trade life Cycle, Agile and waterfall methodologies, Kanban Boards, Scrum, Sprint planning, data flow diagrams, Use case, user stories, swim-lane diagrams, Writing Statement of requirements, BRDS and Functional Specifications, Creating F2B mapping of the tables.
Deutsche Bank	Account Subledger & GL systems (ACS)	
Bank of America	Subledger (Risk Engines)	

ITC Infotech (Two Project)
    a)   Amadeus
    b)   Fidelity International
	1.Asset Management software Systems
	2. Payment System
	3. Credit cards
	4.AMOPs
	5.Gateways
	6. GDS	

PROFESSIONAL EXPERIENCE 1

Lead Consultant- ITC Infotech   (August 2018 till Oct 2019)
Gurgaon, Haryana India

Project: FIDELITY and AMADEUS

Working as a Business analyst for an Asset management firm In Fidelity and Payment Systems in Amadeus. Expertise on business analysis, data analysis, Creating Functional specification Document, interacting with the Clients and Developers for defects and UAT fixes and owning delivery end to end/regulatory reporting, bespoke reporting automation, legacy to Strategic FDW Solution. Creating a functional flow of the As-Is and To-Be process with discussing with the

Architect.

<u>Responsibilities</u>

1. Responsible for delivering complex IT projects demonstrating expertise in requirement elicitation, business and functional analysis, process modelling and a keen focus on stakeholder management.
2. Comprehensive experience and knowledge of full SDLC - Waterfall, Agile phases - requirements elicitation, business/functional/non-functional analysis, design, development, testing and implementation.
3. Responsible for creating and transforming business requirements into functional requirements and modelling business processes using Use Cases, Sequence, Activity Diagrams and BPMNs, UML design, re-engineering.
4. Responsible for workflow designing, project template creation, report extraction, advanced custom queries to JIRA / Confluence database.
5. Good exposure in bug reporting/analysis and agile project management tools - HP ALM, Bugzilla, JIRA, Amadeus Customer Service Point (ACSP) for bug reporting and analysis.
6. Proficiency in PCI, card transactions, payment gateways, app testing, e-commerce, and financial services.
7. Responsible for Functional testing, System testing, Integration testing, User acceptance testing, Regression testing, Migration testing and E2E testing.
8. Efficiently managed and led challenging IT project in a multi-vendor, onsite-offshore model.
9. API Integration.

PROFESSIONAL EXPERIENCE 2

Team Leader   (April 2017- September 2017)
BANK OF AMERICA - Gurgaon, Haryana, India

1. Eliciting business requirement document and translation it into Functional Specifications.
2. Conduct regular functional analysis and design functional solutions to be developed as part of Agile framework
3. Requirement elicitation of functional Specifications, Conversions, Upgrades, interfaces, reports, forms and workflow.
4. Performing Business testing and UAT support.
5. Analyze client's business requirements and process through document analysis, Workshops, and workflow analysis.
6. Doing Product configurations on various modules of the product.
7. Partner with LOB, Risk Management and Technology group to coordinate the integration of applications/platforms/databases into identity and access management automation tools.

Senior Business Analyst / Process Supervisor   (July 2013 – Sep 2016)

Deutsche Bank - Pune, Maharashtra, India

Responsibilities:

1. Engage with Client to gather software requirements/business rules and ensure alignment with the development teams.
2. Creating **front-to-back mapping** and **Chart of Account mappings**.
3. Responsibility to **update the metadata** attributes like scenario, Entity, Account, ICP, Currency, Custom dimensions and respective attributes.
4. Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, **use cases**, **user stories**, **workflow**/ process diagram, **data flow/data model diagrams**
5. Conduct 5+ levels of testing including functional, regression, **UAT**, integration and performance to verify the client's needs are met.
6. Liaise between business and technical teams to ensure mutual understanding of the processes and applications.
7. Created, Configured and restored the data backup of FDM application.
8. Facilitate weekly and monthly meetings with all the stakeholders to document the requirements and explore potential solutions.
9. Communicate client's business requirements by constructing easy-to-understand data and process models.
10. **Writing functional test plans** and providing functional support to the development and quality assurance team.
11. Facilitate production rollouts.
12. Coordinating the design phase with the solution architect in improving the efficiency and performance of the project.
13. Prepared a high-level overview **DFD diagram** for accommodating the existing application used by the standard sub-ledger platform used across the bank.
14. Eliciting documents around Disaster recovery exercise, Data capacity issue and Change Management processes to be followed as a standard within the boundaries of the application.
15. Implemented 4-eye-check and Two Factor Authentication for data security as per audit requirements.
16. Aligning all Compliance related issue to the appropriate department for investigation and resolution.
17. Identify and manage technical projects necessary to ensure required and established service levels (SLAs) are maintained.
18. Ensure that the changes to the application under the RCA portfolio are fully aligned to and support the domain strategy. The main focus is to guarantee the system stability and to ensure a smooth and successful transition to the production, steady-state environment.

Analyst: Credit-Suisse   (Nov 2011 – July 2013)
eClerx Services Ltd, Pune, Maharashtra, India

<u>Responsibilities</u>

1. Responsible for analyzing on the **EGUS rates** for the existing and the current traded securities. Brokerage receivable trade gathered extensively the requirements from users, experts and Key personnel to understand the current functionality of the existing systems.
2. Responsible for the expense calculations and integrated business reporting.
3. Responsible for identifying sources of variance between expense accruals and **actual Brokerage clearance and exchange expenses,** Work with the business analyst to implement the measures to address variance sources.
4. Creating **Accruals and Write offs** for the received funds from the brokers.
5. Produce Monthly MI (Management Information) to monitor underlying data quality
6. Rate Maintenance Set up and maintain Rate schedules for calculation of all BC&E expenses. (Exchange fees, Regulatory fees, Clearing fees)
7. Working with the IT and Business to evolve performance calculation through PQRS (Productivity, Quality, Resource Utilization, Sustainability)
8. Handled responsibilities such as generating and dispatching invoices to the clearing brokers like Merrill Lynch, Goldman sacs, Citibank, BOA, Deutsche Bank, and many other where DB is the Clearing house.
9. On the Payables side, handled responsibilities such as logging the invoices received from the executing brokers, **reconciliation of the trades** received against those present in our records, making timely payments to the executing brokers, and also timely raising trading desk to have a resolution within the same month.
10. Extend active support for Client related queries and successfully handle queries from various clients regarding missing trades, variations in the commission booked against any trade, as well as handle Ad- hoc requests from Traders, Analysts, and Management level staff.
11. Handled responsibilities such as preparation of Fund application report / unapplied funds report, rate issue repository, weekly Management Information report, which is required by the client on a weekly basis, and also reports such as monthly MI report which is required by the client on a monthly basis.
12. Performing the reconciliation of trades between brokers to find out the percentage of trades matches in respect of date, currency, price. Doing analysis of the trades and fund mismatched.
13. Reconciliation of cash flows for Collateral Debt Obligation Deals of reports to Client Service department within time deadline as per SLA
14. Handled various enhancements under the reconciliation functionality of various types of financial transactions e.g**. Interest swaps, equity trades, principal buy, sell, bond trades, and interest on mortgage backed securities**.
15. Performance analysis on any trade related issues to determine what procedures and control can be put to avoid the same issue going forward.
16. Coordination over the booking of structured transactions
17. Liaison for portfolio managers and traders, prime brokers/custodian, administrators and trading counterparties for any new enhancements and upgrades with in the application.

EDUCATION

Degree / School Certificate	College / University	Percentage	Year of Passing
BE in Electronics & Communication	RGPV Bhopal	73.09%	2011
Class XII	St. Atulanand Convent School, Varanasi (U.P.)	75%	2006
Class X	Bhartiya Vidya Bhawan's Prism School, Satna, M.P.	77%	2004

ACHEIVEMENTS

1. Received a Silver award in Bank of America as a Global Recognition for dedication towards the projects and implementing it successfully
2. Got Promotion to Process Supervisor/ Senior Analyst in Deutsche Bank
3. Received Employee of the Month award twice in eClerx for various enhancements in the golden source used by various regions of the Listed derivatives team
4. Given opportunity to work on Project Management activities as a Delegated Authority.

EXTRAMURAL ENGAGEMENTS

1. Active member of Deutsche Bank Women Connect Group for providing the guidance and support to allow women in DB.
2. Actively involved in editorial forum of DB and have contributed in writing various articles on leadership programs launched for all women across the bank.
3. Active member of Sports association, and have won prizes in Table-Tennis tournaments held internally in the bank
4. Participated in annual week "Encore" of Deutsche Bank.
5. Have won Table tennis Tournament in Himachal Pradesh in Class 8th.

PERSONAL DETAILS

Address: 51 Pocket B, Sukhdev Vihar, DDA Flats

New Delhi, India – 110025

Languages: Hindi, English