**M Bindu Madhavi**

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**Objective**

Analytical and enthusiastic Business Analyst with over 8 years of Information Technology experience in business analysis.

**Education and Certifications**

* MBA (2011-2013) in Banking & Finance from Manipal University with CGPA of 7.8
* BTECH (2006-2010) in E.C.E from JNTU with aggregate percentage of 83.
* **CSPO (Certified Scrum Product Owner)** certified in July’19.

**Summary** **of Qualifications**

* Expertise in Business Analysis, Data Analysis, Data Mapping, GAP Analysis and creating business process documents.
* Developed Functional Specifications, User cases, User stories, Workflow/ process diagrams, Data flow/Data model diagrams.
* Frequently conducted sessions with management, vendors, users and stakeholders for open and pending issues. Great facilitation and collaboration skills in conducting walkthroughs, interviews, brainstorming sessions.
* Knowledge in executing SQL queries for database management.

**Deliverables**

* Proficient in creating Business Requirements Document (BRD), Use Case Specifications, Traceability Matrix, Functional Requirement Document (FRD), Customer Requirement Documents and Workflows.
* Expert in creating Test Cases, Test Plans, Wireframe Diagrams, Object diagrams and Activity diagrams.

**Methodologies**

* Worked on Software/System Development Life Cycle (SDLC) including Waterfall and Agile.

**Quality Assurance**

* Conducted Pre-UAT and User Accepting Testing (UAT) cycles with users and stakeholders.
* Ability to analyze functional requirements, translate them into test cases, and prepare a Detailed Test Plan Specification utilizing knowledge of the functional application.

**Skills**

* Functional Specification Document
* Business Requirement Documentation
* Use Case/Sequence Diagram
* MS Office
* MS Visio
* Waterfall and Agile
* QC
* JIRA
* Lean Business Case Document
* Test Plan
* WinSCP
* Balsamic
* Oracle Database
* SQL

**Professional Experience**

**BA Continuum India: Analyst** June2016 - Present.

**Key Projects:**

1. **PODS (Payment Operational Data Store)**

**Description:** PODS is management and operational reporting platform based on the daily downloads from the Global Banking System for EMEA, ASIA, Canada and Mexico.

**Role:**

* To act as a liaison between Business units and Data warehouse technical development team to ensure business requirements are understood and translated into functional and technical requirements.
* Collecting and evaluating the information from business units, technical partners and relevant third parties and record user requirements for the data warehouse and subsequent reporting.
* Interpreting stakeholder’s business needs and translating them into actual practice.

**HSBC GLT: Associate Business Analyst** October 2014 – June 2016.

**Key Projects:**

1. **SCION (Security Compliance Intelligence Operations Network)**

**Description:** SCION application deals with fraud, money laundering, physical security, enquiries and orders.

**Role:**

* Developing Test Strategy, Test Plan for software products by doing analysis of functional requirements. Review of test cases and manage test data preparation.
* Driving Process Improvements both from Business, Technology and Operations point of view, advice system features and propose system amendments.
* Implementing the changes required for issues identified during UAT testing.
* Managed and coordinated between onsite business groups and offshore resources.
* Designed Web-page mockups using Balsamic and Visio

**ICICI Bank Limited: Associate Business Analyst** May 2011 – October 2014.

* Assistant Manager in **ICICI Bank** and as an Application owner for InvestEasy, WebTrends and Reward Points Applications in Internet Banking – Infinity.

**Role:**

* Designing & implementing the Change Management processes ensuring risk management, controls and governance as a part of project implementation for multiple applications.
* Worked on time-critical efforts for **InvestEasy** application and improved infrastructure by easing the process of registration for the customers. Within a year enabled approximately 10 lakh new customers who would be able to invest and transact using ICICI bank’s Invest@Ease platform.
* Played key role in technology enhancements for **WebTrends** application which analyzes the user behavior for Internet Banking Logged in/Non-logged in sections.
* Helped resolve critical problems, recommended improvements by gathering business requirements and leading the development, UAT, implementation of project & bug-fixing for **Reward Points** application which relates to awarding rewards for savings account customers according to their transactions.
* Conducted UAT with cross-functional business teams to ensure the system was aligned with the vision of business teams.
* Identified process inefficiencies through gap analysis.

**ICICI Bank Limited: Probationary Officer** August 2010 – May 2011.

Trainee and as a banker with ICICI Bank Ltd involve classroom sessions about Banking & Finance. The following are the modules involved in this Training.

* Banking Sessions about Banking and Finance and frequent visits to ICICI Bank Corporate Offices to get acquainted with the Corporate Culture.
* Market Analysis include Collating information on ICICI Bank products and comparingthe existing system details with that of the other organizations and providing the feedback to the bank with proper proposals.