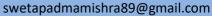




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SKILLS

MS Office

JIRA



RTC

SQL





ACHIEVEMENTS

IIBA - ECBA

P3+ Certified in Public Services

Appreciation for defect free delivery

Sangeet Bhushan in Odissi Dance

Rajya Puraskar in Bharat Scouts and Guides

Submitted a Whitepaper on Covid **Assessment App to Grace Hopper Celebration India 2020**

SWETAPADMA MISHRA

PROFESSIONAL SUMMARY

A passionate and diligent person with around 1 year of experience in Public Services domain, 4 years of experience in Banking domain, 2 years and 4 months of experience in Payments domain with focus on product/asset development.

PROFESSIONAL EXPERIENCE

Senior Business Analyst – Accenture Technology [Feb'19 – Present]

- Client-facing role that interprets and translates client requirements to define business requirements, analyze and explore business issues being encountered and provide required technical solution.
- Worked on end-to-end implementation of SWIFT and ISO20022 Messaging standards (pacs.008, pacs.004 etc).
- Basic understanding of Global Payments Processing.
- Was the key Business Analyst in development and enhancement of the various features and products of the banking client pertaining to both Mobile banking as well as Internet banking.
- Developed a **PoC involving Al-based chat solution** for various clients.
- Led the functional team in providing solutions to the client so as to achieve the required goals.
- Prepared wireframes based on client requirements and provided transitions to development teams so as to arrive at detailed techno-functional specifications.
- Experience in using **JIRA** to document epics, user stories etc.
- Experience in using RTC Defect Management tool to monitor the lifecycle of the defects.
- Good understanding of SDLC and worked both in Waterfall and Agile methodologies based on the project requirement.
- Organized the Industry week for Public Services.

Business Analyst – Fino Payments Bank [Apr'17 – Feb'19]

- Conducted in-depth requirement and input gathering from the stakeholders to create artifacts like Business Requirement Document (BRD), Functional Specifications Document (FSD), PoC and Requirement Traceability Matrix (RTM).
- Led the team in testing and analysis of Direct NEFT, RTGS, IMPS, UPI (both customer and merchant) and AEPS, ACH-CR before Go Live.
- Co-ordinated with NPCI for the proper documentation and testing of various products before Go Live.
- Led the Fastag business requirement team for the development of end-toend payment process flow and its integration with CBS and NPCI.
- Helped in providing the format of APIs to the CBS vendor for integration with the banking system.
- Performed Functional Testing and provided support during SIT and UAT to the team while onboarding new processes as BAU.

Data Center Administrator – SumTotal Systems Pvt. Ltd. [Jun'14 – Apr'15]

- Involved in running payroll for 7 different clients.
- Providing security rights to clients.
- Managed a team of 3 people.

POSITIONS OF RESPONSIBILITY

Head of Events Vertical of Admission Committee at KJ SIM

Patrol Leader of Bharat Scouts & Guides in BJEM School

Product Developer – CSC India Pvt. Ltd. [Aug'11 – Jun'14]

- Involved in preparation of estimates, analyzing the requirements and program development.
- Proven ability to manage multiple issues under tight deadlines, often with competing priorities and complexities.
- Involved in production support activities like ABEND resolution, adhering to SLA and providing permanent fix for redundant abends
- Involved in the creation of new policies and modification of existing policies according to the client needs

ACADEMIC PROFILE

Degree	Institution	Board/ University	Year	Result
PGDM	K.J. Somaiya Institute of Management Studies & Research, Mumbai	K.J. Somaiya Institute of Management Studies & Research	2017	7.11/10
B.Tech (Electrical & Electronics)	Gandhi Institute for Technological Advancement, Bhubaneswar	Biju Patnaik University of Technology	2011	7.9/10
HSC	Kendriya Vidyalaya No. 1, Bhubaneswar	C.B.S.E.	2007	83.40%
SSC	Buxi Jagabandhu English Medium School, Bhubaneswar	C.B.S.E.	2005	87.40%

PROJECTS

Master Thesis: Experiential Marketing of Soft Drinks

Conducted a primary market research in a mall as to how the experiential marketing of soft drinks influences the customer behavior.

Summer Internship Project: Bharat Sanchar Nigam Limited

Conducted a market research regarding the "Marketing strategies of BSNL in Bhubaneswar and Cuttack".

Secondary Market Research for Lumiere

Conducted secondary market research for demand of silver usage in Indonesia.