**Sheetal Chawla**

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**Summary**

Certified Business Analysis Professional™ (**CBAP** ®) from IIBA with more than 9 years of experience. Seeking challenging assignments with an organization of repute and looking for opportunities to showcase and constantly upgrade my intellectual and professional capabilities. Quick learner with a positive approach and enjoys being a part of a successful and productive team as well as possess a strong ability to perform individually.

# Experience

 **Business Analyst** Sep 2016- Present

### HCL Technologies

*Projects:* ***ING Bank***

* Collated and processed the data there by supporting vital business decision making.
* Worked on smart view to view, import, manipulate and share data in Microsoft excel word and power point interfaces.
* Gathered requirements by applying various tools and sessions like process analysis, questionnaire, interviews, user stories and documentation.
* Help Developers to create BPMN flow diagrams by providing correct functionality sessions
* Part of Sprint Retrospective meetings and Responsible to manage product backlog.

*Projects:* **Global Payment Transaction System; Client – Pentagon Federal Credit Union**

* To provide a global payments solution across the world working end to end on real time and batch payments processing along with Data Model creation and mapping.
* Worked on the agile methodologies and were involved in the agile ceremonies like sprint planning, daily scrum, sprint review, sprint retrospective. Used JIRA and confluence for defect log management.
* Worked on the end-to-end life cycle of MT messages of swift and its structure. Also, worked on the different messages of Fedwire and understood the tags, which were involved in the transfer of the messages. Also, on the exceptions between the steps and how to overcome them. Proficient in core banking; clearing and settlement
* Hands on JIRA, confluence for storing the requirements and using them for future purpose.
* Interacted with all the stakeholders like client, product owner, scrum master, architect, and project manager to understand the Business, stakeholder and solution needs.

*Projects:* ***State Street Corporation***

* Responsible for gathering, analyzing, eliciting and managing requirements across projects with the help of Business requirement documents (BRD).
* Also, worked on outlining the requirements, which are required to fulfill the Business need with the help of Functional specification document (FSD).
* Understood how the clearing system helps in exchange of claims between the financial institutions.
* Conducted impact analysis for change requests, performed effort estimation for review comment incorporation, followed up with the client for sign-offs.

*Projects:* ***Toll Holdings***

* Responsible for understanding and gathering requirements of international freight forwarding and supply chain management services that range from complex supply chain services through to port-to-port freight forwarding movements across project.
* Understanding of management of the flow of [goods](https://en.wikipedia.org/wiki/Good_(economics)) and services involving the movement and storage of [raw materials](https://en.wikipedia.org/wiki/Raw_material), of work-in-process [inventory](https://en.wikipedia.org/wiki/Inventory), and of finished goods from point of origin to point of consumption.
* Was involved in the application testing, release planning, and sprint review meetings.
* Helped in the preparation of user stories and use cases to understand the interaction between the actor and the system.

 **Analyst, Risk & Quantitative Analytics at Blackrock India** Sep 2014- Aug 2016

### BlackRock

* Worked with Risk and Quality Analysis Department.
* Specialized in Risk Reporting, Created & Published multiple Operational Risk reports.
* Worked on Strategic Client Report and live data and production of reports for various EMEA Legal Fund Board.
* Worked on various client-focused reports helping the business to identify key focus areas & mitigate risk by analyzing trends and themes.
* Effectively managed & supported the operational risk database/reporting tool Archer
* Acting as a database expert for Asia Pacific and EMEA region.
* To provide training to Business on Database system “Archer” and worked on requirement gathering and Data analysis by interacting with client.

 **Processing Officer** Mar 2012 - May 2014

ISG (Insolutions Global Pvt limited); client – Punjab National Bank

* Responsible for conducting research, forecast & prepare key financial reports.
* Responsible for updating & maintaining database (MS Access) for yearly and quarterly planning.
* Supporting ATM Reconciliation Team and monitoring status of fund transfer.
* Responsible for handling MasterCard desk and NFS Issuer Desk.
* Handling kinds of payment systems across country (Payment gateway, IMPS).
* Expertise in strategic planning, budgeting/finance, customer service, staff training, supervision and mentoring. Manage the reconciliation procedure of Electronic Delivery Channel transactions (i.e., ATM Withdrawal Transactions, Bills Payments, Fund Transfer, etc.) for PNB and PNB Savings on a daily basis which include settlement, reconciliation, handling customer complaints, billing and other related functions.

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| Education |  |
| Prabhu Dayal Public School |
| Symbiosis Centre for Distance Learning (SCDL)  Master of Business Administration (MBA), Finance | 2011 - 2013 |
| Guru Gobind Singh Indraprastha University  Bachelor Of Computer Application, Computers | 2008 - 2011 |
| CBSE Board  HSC, Commerce | 2007 - 2008 |

# Skills

* Domain: Banking, Payment, Supply chain management
* Requirements Gathering: Confluence, Jira, Aris, balsamiq
* Defect Management: Jira
* Development methodologies: AGILE, WATERFALL
* Databases: ORACLE SQL

# Certifications

## Certified Business Analysis Professional™ (CBAP ®) from IIBA

## Business AnalysisTM (CCBA®) Certification! Simplilearn.com

## Capital Market Dealers Module from National Stock Exchange (NSE)