**Nitin Arora**

**Contact:** +91 7378614414

**E-Mail:** NitinArora.BA@Outlook.com

**Profile Summary**

 **Business Analyst Digital Transformation**

 **Agile Expert (Scrum Master) Stakeholder Management**

 **Agile Coach/Implementation Expert Change Management**

 **Scope Requirement Definition Project Tracking/Reporting**

 **Agile Project Management Client Communication**

* **Sr. Business analyst** technically equipped offering 11+ years of experience of Business Analysis/Project Management/Digital Transformation and System implementation of large Banking Systems. Proven record of running projects in onshore, offshore and hybrid models. Managed end-to-end delivery of large scale cross asset class multiyear technology programs.
* Presently working as a **Business Analyst/Scrum Master/Agile Coach for Synechron Technology Pune**
* Performing a role of Agile Coach and helping Bank in implementing Agile methodology across other projects by delivering trainings to the resources.
* Expertise in preparing Business Requirement Document (**BRD**) and Functional requirement Document (**FRD**).
* Proficient in preparing **UML** artifacts like class diagrams, interaction diagrams, **use case diagrams** and storyboarding.
* Highly skilled in transforming **business needs into techno-functional requirements** for IT Implementations.
* Well versed in writing crisp and lucid **Business Requirement Specifications** and elaborative Functional Test Scenarios
* Have extensive experience in the SDLC methodology and have gathered Requirements via Workshops/Customer Meetings and have done technical feasibility analysis.
* Expert in **Risk assessment/Risk management** and taking corrective actions to mitigate them and preparing contingency plans accordingly and SLA management (Service Level Agreement).
* Expert in training business users and manage post implementation support and issue resolution. And solicit post implementation feedback from stakeholders and incorporate user suggestions to enhance software releases
* Good exposure to **SDLC** phases and well versed with **Defect Management and Test Management.**
* Expertise in **Agile** and waterfall methodologies and delivered successful projects.
* Expert in performing the **Root Cause Analysis** and taking the corrective measures to deliver the quality product.
* Efficient in coordinating User Acceptance (**UAT**) Testing and implementation of the System.
* Rich experience in managing Offshore and Onshore teams.

**SKILL SET**

**Technical Skills:**

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| --- | --- |
| Domains | Core Banking, Mortgage, Retail & Commercial Banking, Customer Relationship Management (CRM), Payments and Trade Finance |
| Expertise | Digital Transformation, Business Analysis, Agile (Scrum Master), Change Management, Defect Management, Software Development Life Cycle (SDLC) and Client On boarding, SEPA Payments and Trade Finance. |
| Databases | SQL Server 2000, Oracle 11 |
| Development Methodologies  | Agile (Scrum) and Waterfall Model |
| Software Tools | JIRA, Confluence, MS Visio, Axure, Balsamiq, IBM Rational Team Concert (RTC), (ALM) Quality center, VSS, SOAP UI , TOAD and Putty and Microsoft Project Planner (MPP)  |
| Operating Systems | WINDOWS 2000, Vista and XP |

**Trainings & Workshops**

* **Scrum Master** workshop held at HSBC Pune
* **PMP** (Project Management Professional) of **PMI** workshop organized by StarPMO
* Risk Assessment/Risk Management held at cognizant
* **Root Cause Analysis** held at Cognizant
* Software Configuration Management held at Cognizant.
* Service level Agreement (SLA) management / tracking.

**Certifications**

* Certified **Scrum Master**
* Certified **Agile Extension**
* Certified professional by National Stock Exchange (NSE) India in **Financial Markets**
* Certified Professional in **Mortgage** by Cognizant Technology Solutions
* Certified in **Banking and Financial Services** by Cognizant Technology Solutions

**ACADEMIA**

* M.Sc. (Computer Science) from Maharishi Dayanand University Rohtak 2008

**Other Course:**

* Certificate in Computing
* Courses of E-Commerce/Java and Project Management.

**EMPLOYMENT SCAN**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **From** | **To** | **Designation** |
| Synechron Technology  | Sep-20 | Mar-21 | Sr. Business Analyst |
| Deutsche Bank | July-15 | Sep-2019 | Associate |
| HSBC Bank | Dec-12 | July-2015 | Senior Consultant |
| Cognizant Technology Solutions | Mar-08 | Feb-2012 | Associate |

**Job Responsibilities**

* Presently working with HSBC Bank Pune as a Business/Digital Analyst and performing a role of Scrum Master/Agile coach.
* Responsible for participating in requirements workshops with Business team to understand business requirements, suggest implementation solutions and flag technical challenges if any.
* Drafting and maintaining business requirements and align them with functional and technical requirements
* Translate the BRD and UX requirements into a Functional Specifications Document.
* Walk the Business team through the FSD and procure a sign-off of it.
* Review & sign-off the high-level functional test cases document prepared by QA team.
* Initiation and coordination of UAT testing; manage UAT feedback – defects and change requests; manage UAT communication with stakeholders and development team.
* Provide post-implementation support to resolve user queries and manage issues raised.
* Systematically prepare and maintain a pipeline of defects, change requests and new requirements, prioritize them and schedule them for future release buckets.
* Help with product maintenance through analyzing support requests and fixing customer issues.
* Investigate problems independently and through collaboration with development teams, implementation consultants, project manager.
* Dig into xml logs on the UNIX server, to analyze the issue during end to end flow.
* Keep track of the new requirements/change in requirements of the project.
* Acting as a single point of contact between development and Testers.

**Projects Delivered at HSBC Bank**

**Banking2.0**

Tools used JIRA, Adobe Experience Manager (AEM)

Technology used JAVA

Duration Sep ’20 – Till date

Role Digital Analyst/Scrum Master

Project Description Banking 2.0 is a digitally transformed, highly secure and customizable product of the bank which is being implemented across the globe. It has diversified list features which are configurable as per the need of the local entity.

**Projects Delivered at Deutsche Bank**

**TIN - Trade Information Network – (Trade Finance Application)**

Tools used JIRA, Putty and Oracle 11

Technology used JAVA

Duration May ’19 – Sep’19

Role Business Analyst/Scrum Master

Project Description Trade information network bank channel enables a bank to connect to trade information network electronically, in lieu of a user’s interaction thru the web interface, to conduct transactions and execute platform functionality. This capability will allow a bank to connect to their back office systems, such an enterprise resource planning to send and receive information with minimal user input. The information can be sent as effecting an action on the trade information network platform Or to receive notifications of actions taken by another channel.

**Ebills – Electronic Bills of Trade Finance**

Tools used Rational Team Concert, Putty and Oracle 11

Technology used JAVA

Duration July ’15 – May’19

Role Business Analyst/Scrum Master

Project Description Electronic Bills of Trade Finance is a customer facing legacy application where buyer and payer can deal with **payables** and **receivables** with the help of Deutsche bank. Payer uploads the invoice file into the system and accordingly seller can seek discount (Finance) on the invoice depending upon the agreed terms between payer, seller and bank. This legacy system also generates the discount, maturity and settlement payments respectively.

**Projects Delivered at HSBC Bank**

**Client Vision (A CRM Application)**

Tools used Rational Team Concert, Putty and Oracle 11

Technology used JAVA

Duration Feb ’13 – July ’15

Client HSBC

Role Business Analyst/Scrum Master

Project Description Client vision is an internal application of HSBC designed to enhance the internal communication and efficiency of the staff for better understanding and assessment of the clients. It has been devised to share information across HSBC Group entities and there is a facility to restrict sharing information to selected groups or individuals, where there are compliance considerations. It has the ability to interact with other HSBC applications where in the data stored in client vision is consumed by other application for smoother functioning of the business.

**Projects Delivered at Cognizant**

**Series of Business Releases**

Tools used SQL Server 2000, HP Quality Center 9.2, IBM Mainframe, Clear Case, Clear quest, Microsoft Project Planner, VSS.

Client Lloyds Banking Group (U.K.)

Duration Nov ’11 – Feb’12

Role Scrum Master/Defect Manager/Project Lead

Project Description BR (Business Release) consisted codes of different projects (BAU and New Implementations) under Galaxy **(Internet Banking)** to perform a round of regression testing after merging all the codes of the projects going for UAT (User Acceptance Testing).

**Internet Banking – SEPA (Single Euro Payment Area)**

Tools used SQL Server 2000, Clear Case, Clear quest, Microsoft Project Planner, VSS.

Technology used JAVA

Client Lloyds Banking Group (U.K.)

Duration Feb ’11 – Nov’11

Role Scrum Master/Business Analyst

Project Description SEPA PSD had defined specific Guidelines for all Payments Services in the EU. LBG was supposed to compliant to these by implementing necessary changes to the Payments Services it used to provide to its customers before Jan. 2012.This project focused on implementing the changes done in the Payments Services as part of the SEPA PSD 2012 program.

**COG Top Copy (Counterparty, Obligor and Guarantor)**

Tools used SQL Server 2000, Clear Case, Clear quest, Microsoft Project Planner.

Technology used JAVA

Duration October ’10 – Feb’11

Client Lloyds Banking Group (U.K.)

Role Business Analyst

Project Description COG was a system that used to provide exposures of customers. Exposure of a customer is the amount of money the customer owes to the bank. The exposure details provided by COG were used by credit applications such as Nexus, EquiTrack, CORAS, CRM/CASE, and NEO etc., to perform credit risk assessment at the time of financing. COG also supported non-credit applications, e.g. TRACKS used by AML (Anti Money Laundering) for annual review and customer tracking. COG used to retrieve data from 26 different banking systems (at present). The data retrieved include Customer, Account and Transactions. Since the data was retrieved from different source systems, it was heterogeneous in nature and need to be converted into a homogenous format. Customer data from source system was converted into Legal Entity, and Account and Transaction data was converted into COG Transaction records. Legal Entity and COG Transactions details were used to arrive at the exposure of a customer. By doing this COG used to act as a single repository of customer information.

**Paper Statements**

Tools used SQL Server 2000, HP Quality Center 9.2, IBM Mainframe, Microsoft Project Planner, VSS.

Technology used JAVA

Duration (March’10 – September’10

Client Lloyds Banking Group (U.K.)

Role Business Analyst

Project Description Paper statements project was a part of Integration Release C with Bank of Scotland and Halifax wherein I had to check how the transactions float over the different platforms and reflect on the paper statement. This activity involved writing high level and low level scenarios for each platform of the bank.

**Core Banking System (CBS)**

Tools used Unisys Mainframe, SIR Defect management tool, Microsoft Project Planner, VSS.

 Duration: August’09 – February’10

 Client: Lloyds Banking Group (U.K.)

Role Test Analyst/Business Analyst

Project Description: Core banking system was the host system of Lloyds where all the financial information of the customer was stored. Due to integration of Lloyds bank with Bank of Scotland and Halifax, there was lot of changes in the data because of integration. Like sort code of the account numbers and APIs, so worked on different modules like six digit sort code and Account simulation as part of system and integration testing.

**End to End Commercial Account Opening**

Tools used SQL Server 2000, SOAP UI, Oracle Toad, Clear Case, Clear quest, Microsoft Project Planner.

Technology used JAVA

Duration: April 08 - July’09

Client: Lloyds Banking Group (U.K.)

Role Test Lead

Project Description: The End to End Commercial Account opening project was a part of the Commercial Transformation Program (CTP) and has formed a critical path in the success of this Program as this project has provided the only account opening solution for Commercial Accounts.E2EAO project has provided the streamlined on screen customer facing solution for all customer types, across all legal entities by developing Commercial Account Opening application.

E2EAO project has delivered the following functionalities:

1. Ability to open the primary, secondary business bank accounts, re-accounts for all customer types.
2. Ability to setup High volume accounts and set up HVA templates.
3. Straight through Processing (STP) for Commercial accounts to enable point of sale account opening by integrating with CBS, OCIS, and CMAS.

E2EAO project consisted of 10 to 12 domains along with 115 use cases and 120 page functional description documents. All the use cases were of Complex type. Also the E2EAO application was interfaced with 12 to 15 different API’s like, Application Scoring Manager (ASM), Core Banking System (CBS), Card Management and Access System (CMAS), Electronic Identification and Verification (EID&V), Operation Customers Information Systems (OCIS) etc.

**PERSONAL DOSSIER**

Marital Status: Married