



# PAVITRA SHETTY

## Senior Business Analyst

### Contact:

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### OBJECTIVE:

To work in a challenging environment that utilizes my skills and abilities, offers ample learning opportunities and adequately compensated.

### EMPLOYMENT SUMMARY:

Multiple domain expert with over 11 years of experience of working at client location and dealing directly with clients from employee benefits pension administration to investment banking. Expertise in investment consulting, understanding swift payment messages and capital market.

### EMPLOYMENT HISTORY:

#### MARSH & MCLENNAN COMPANIES From 26th June 2017 to Current

##### Project 1

Location : Mumbai (Client location)  
Employment Period : 26<sup>th</sup> June 2017 till date  
Role : Senior Business Analyst  
Applications : Investment consulting Portal,  
Document production application,  
Classic -Pension administration system

Have handled multiple projects across the employee benefits portfolio. Applications like Document production application, Investment consulting portal, Employee benefits and Pension administration system. Doc prod is an application used for document production for various process like change of address, quotation requested by member for transfer out, leavers or retirement. JLT hub is an investment consulting portal developed under out system low code platform is a one stop solution for trustee and consultant communication. Classic and Benpal application is pension administration application for pensioners.

#### Larsen and Toubro InfoTech From 3<sup>rd</sup> Dec 2012 to 26th June 2017

##### Project 1

Project 1 : BNP Paribas  
Location : Mumbai (Client location)  
Period of employment : 1<sup>st</sup> Jan 2016 till 25<sup>th</sup> June 2017  
Role : Analyst

Business was upgrading their front office – middle office application Kondor+ from 3.0 to 3.4 version . This project is about onboarding existing application with the upgraded version of kondor+. Kondor+ upgrade is affecting all the major system like calypso , murex in capital market domain. The project is emphasized on moving major derivative ,forex, and money market products from version 3.0 to 3.4.

### Skills and Abilities

- Ability to quickly learn applications with minimal documentations and not only deliver but excel which is reflected in multiple awards received in each position held in every single organization.
- Understanding the client requirement, conducting the detailed analysis, designing mock ups and supporting testing.
- Able to co-ordinate multiple projects, prioritize workload and meet deadlines under extreme high pressure situations.
- Effective in handling projects as independent contributor.
- Ability to quickly adapt to the changing environment and challenges and make correct decisions at the spur of the moment.
- Detail oriented and strong organizational skills

### Project 2

Project : Standard bank (Swift Team)  
Location : Johannesburg , South Africa (Client location)  
Period of employment : 3rd Dec 2012 till 31st Dec 2015  
Role : Business analyst / Testing Lead  
Industry : Investment Banking – swift payments.

SWIFT operates a worldwide financial messaging network which exchanges messages between banks and other financial institutions .Each line of business within the bank using swift messaging network interacts with meridian and alliance. In this project new application within the bank are introduced in meridian on CTB section and RTB project are based on current production defects. We have tested with the following line of business for meridian and alliance. Eximbill Enterprise, NCS Bancs, Ccoms, Seclend, B2 solution, RTGS, ZAPS, SMP , Feds, Calypso, Money Transfers.

### Project 3

Project : Standard bank – Annual swift Standard upgrade .  
Location: Johannesburg , South Africa (Client location)  
Timelines : August 2013 to November 2013 ,  
August 2014 to November 2014  
Role : Business analyst / Testing Lead  
Industry: Investment Banking

On an annual basis, SWIFT introduces mandatory message and field changes to support the financial industry requirements. SWIFT Standards Committee sends implementation timeline to the SWIFT members (banks, etc.) to ensure that their business processes and systems are in line with the SWIFT standards upgrade. Testing is required to enable the upgrade of the current SWIFT messaging infrastructure to be compliant to SWIFT Standards 2013 and 2014.

### Deutsche Bank Operation International (DBOI) - 20<sup>th</sup> July 2009 Till 30<sup>th</sup> November 2012.

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Company	:	Deutsche Bank Operation International
Period of employment	:	20th July 2009 till 30 <sup>th</sup> November 2012.
Position	:	Analyst
Industry	:	Investment Banking
Location	:	Mumbai

This application helped to increase the productivity of Corporate Action process of Deutsche Bank, together with, designing and providing the functional knowledge. I have also been chosen for this project due to my professional knowledge on the understanding on the dynamics of onshore-offshore model of project execution.

## Roles and responsibility

### Senior Business analyst/Project manager

- Working with the product owner and development team working managing the project without project manager.
- Managing the product backlog, Release planning with Product owner, conducting sprint planning , status reporting.
- Develop artefacts like user stories, BRD, mockups for requirements and lessons learnt documents, Release planning document.
- Advise QA and Development teams on troubleshooting analysis

### Senior Business analyst / Test lead - 2016

- Creating and Reviewing the BRS with the various Business analysts for business approval and then scheduled and conducted walkthroughs of the BRD with the business and the IT team comprising of project manager, business owners, developers and testers.
- Facilitated meetings between business and the technical team to resolve any open items and bring them to a closure.
- Performed Gap analysis by tracing Business Requirements to rules uploaded in meridian generating a Traceability Report.
- Managed a team of business analysts and UAT testers for complex integrated enterprise systems.
- Coordinated with development teams and maintained documents according to project specifications.
- Participated in periodic Risk Impact meetings with the project managers and business team for project release impacting other business or products.
- Worked closely with all upstream and downstream application owners to make sure interface agreement documents are clear.
- Facilitate and provide the Test Strategy, Test plan ,Test Cases walkthrough to Business and Technical team and getting Approvals

### Analyst - Oct. 2010 – Till Nov 2012

- Proficiently handled the testing projects of Corporate Actions which involves utilization of the in-depth knowledge of the corporate actions and crafting of SWIFT messages (MT564 and MT568) as per the ISO Standard.
- Expertise writing Test Cases, Test Case Execution, Defect Tracking process
- Involved in integration, functional and regression testing.
- Prepared test completion report and sign-off documents.
- Responsible for providing functional knowledge to the team.
- Testing and analyzing the operations for the successful implementation of the project, to satisfy demands from clients.
- Analyzing the company's existing operations and upcoming Operations and Successfully providing project sign-off on time, which catered in high quality and low risk systems to the company

### Process Executive – Income Team Deutsche Bank (DBOI India): July 2009 – October 2010

- Responsible for the handling overseas payment for Dividend & Coupons function for Prime Brokerage, UK – Asset Services team,
- Performing reconciliation for bond payment for all markets
- Regularly updating the client with the changes relating to their bonds
- To ensure that PB clients receive their Interest on pay date.
- Responsible for query escalation through the appropriate channels until resolution.

## **TECHNICAL EXPERTISE AND CERTIFICATION**

<b>Certification</b>	Product Management from Duke university(Ongoing 2021) , CBAP( Training Completed), ISTQB certified .
<b>Project management tool</b>	Microsoft VSTS, JIRA , Quality Center 11.2, Application lifecycle management,
<b>Business Areas (Domain Knowledge)</b>	Investment Banking ,Corporate Action, Swift Messaging (all 9 range messages.), capital market
<b>Other applications used</b>	<ul style="list-style-type: none"><li>▪ Outsystems low code platform</li><li>▪ Pension administration system</li><li>▪ Bancs- corporate action, dividend management.</li><li>▪ Meridian- swift payment system</li><li>▪ Bloomberg</li><li>▪ SQL</li></ul>

## **ADDITIONAL INITIATIVES AT DEUTSCHE BANK, LnT Infotech, Marsh and McLennan Companies**

- Started a Business analyst community and lead the team of 15 Business analyst all over the world in the employee benefits department.
- Part of various initiatives with executive management with supporting of initial analysis of the projects, comparison of various application within organization for lean initiatives.
- Have been selected for project which requires liaising closely with executive management of Deutsche Bank in reporting overall status of different critical projects across Deutsche bank.
- Have prepared training tools and presentation on the new functionalities.
- Have taken active participation in organizing and maintaining the project documents, and prepared a resource of knowledge which was provided via different means to facilitate easy accessibility of information and share knowledge across the team.
- Have implemented few thoughts on automation which resulted in enhanced efficiency of team members.
- Active participant of fun committee which organized team events and outings in every organization.

## **ACHIEVEMENTS:**

- Won star of the month for Oct 2018, Sep 2019 and Oct 2020 in MARSH & MCLENNAN COMPANIES.
- Won “Spot Award” for the month of April 2010, October 2011 and May, 2012.
- Have received appreciation mails from senior executive management and project heads in multiple projects.
- Won the “Team of the Quarter” award for Oct-Dec 2009 quarter and April- June 2012 quarter.
- Have received many appreciation mails from client heads, developer managers.

## **ACADEMIC QUALIFICATIONS:**

- Bachelor of Management Studies  
SIES College of commerce and economics  
2008-09  
Mumbai University

## **PERSONAL INFORMATION:**

- Date of Birth : 12th May 1988
- Gender : Female
- Nationality : Indian
- Languages Known: English, Marathi, Hindi and Tulu
- Hobbies : Travelling, Dancing and Adventure enthusiasts.