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| Namitha RamanDIGITAL LEAD BUSINESS ANALYSTnmtraman@gmail.com+91-9962119755

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| **Objective**Consummate professional seeking challenging assignments as a Digital Banking Functional Analyst or as Senior Test Analyst in a leading quality assurance organization of repute in Banking or Telecom Sector |
| **Skills**~ T24 Core Banking ~ Retail Banking Channels~ Proficient in Sales, Service and Marketing Modules of MS CRM Dynamics ~ Microsoft Azure ~ Functional / UAT Lead ~ Atlassian Cloud Reports ~ Confluence Reports ~ JIRA ~ SQL Programming knowledge ~ Selenium ~ Quality Test Professional – HP Quality Center ~ Agile Testing ~ FinnOne ~TSYS – T2 ~ HPS Powercard and Mastercard Simulators  |

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| PROFILE SUMMARYHardworking, Self-Motivated and empowering innovative solutions through customer focused strategy DIGITAL LEAD BUSINESS ANALYST/ Franklin TEMPLETONOctober’18 – Till DateAssociate TEST LEAD/ Maverics System LimitedMay’13 – September’18**Achievements & Rewards**:* High Five Award for demonstrating extraordinary effort during the critical stage of the project and earning client satisfaction – **Maveric Systems**
* Kudos appreciation received **twice** from correspondence and branch for sorting the irate client queries by analyzing and providing realistic solution with data on-time **-Franklin Templeton**

**Professional Certification:*** Capstone Business Simulation Certified
* Strategic Thinking LinkedIn Certified
* Financial Funds Revised Allison Certified
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| PROJECTSTA Analyst (LEAD EXECUTIVE) DIGITAL & DATA/ Franklin TEMPLETONOctober’18 – Till Date**Roles & Responsibilities**: * Single point of contact for all digital queries / requests from distributors, investors, and internal stakeholders.
* Ensured that digital issues if any are escalated as appropriate and defects are closed within agreed SLA.
* Liaising with FTT on fixing and closure of bugs and moving them to production
* Documented requirements for the selected website enhancements (CHATBOT – Project In progress, released for internal clients)
* Publishing Monthly MIS & Weekly MIS to the stakeholders (AVP, VP, and Directors of Franklin Templeton)
* Achieved maximum conversion rate by opting propensity data modelling technique to understand the number of customers who will be converted as leads digitally for PAN India
* Execute digital Voice of Customer / Voice of Distributor activity for INT'L TA and publish relevant reports as applicable.
* Able to demonstrate complex scenarios to the middle stream
* Consistently received appreciation from Heads (All Verticals) for completing the deliverables despite obstacles including lack of resource, system issues, other dependencies.
* Established forums with business and customers once in a month to reduce the little spikes in between.
* Good Knowledge on Data Transmission, Trades, Positions, Prices, Transaction Data Sets and Charles River integrated with SimCorp Dimension
* Very Good Knowledge of the Payment methods and Techniques
* Manage SMS services in terms of query management, vendor management as well as posting relevant reports.

Associate TEST LEAD/ Maverics System LimitedMay’13 – September’18CLIENT: STANDARD CHARTERED GLOBAL SERVICE – DIGITAL PROJECT**Duration**: Nov 2017 – Sept 2018**Tools Used:** JIRA , SOAP UI , eBBS , PEGA, MasterCard Simmulators**Description**: Retail Work Bench introduced new to the market helps the RM’s to open accounts for the clients digitally – CASA TD, CCPL(Credit Card & Personal Loan)**Roles & Responsibilities**:  * Leading the UAT core team for the modules of CCPL
* Sole owner to the production defects retest for UVT
* Created the company master sheet for CC upload in order to categorize the companies based on product selection
* Cancelling all WIP’s using SOAPUI and hence helping the testing team to load application without any hindrance which also helps in test data management
* Meeting the testing targets and escalating the environment issue on timely manner to managers
* Coordinating with Business and Development team to finish the tasks on time and meet the delivery without any hindrance
* Attending the defect calls with stake holder and publishing the DSR for the project – CASATD & CCPL – roll out to India and Singapore

FRANKLIN TEMPLETON INVESTMENTS – EKYC –TRANSACTION – DIGITAL PROJECT**Duration**: February 2016 – Sept 2017**Tools Used:** JIRA , HP QC ALM 12 , ORACLE TOAD**Description**: Digital India Eco System Project: - Introducing Paperless and Transact Now and FT’s first ever Hybrid App.**Roles & Responsibilities**: * UAT core team member to the modules of Systematic Investment Purchases , Switch Funds and Redeem
* Ensure understanding of design principles in FRD & understanding the design of projects in their own domain

METRO BANK - UNITED KINGDOM- MS CRM DYNAMICS - T24 CORE BANKING-UAT TESTING**Duration**: October 2013 – January 2016**Tools Used:** HP QC ALM 12 , JIRA ATLASSIAN CLOUD , T24 , MS CRM Dynamics**Description**: Digital Banking: - Bank’s website refresh testing which includes the functional aspect [UK Mortgage Calculator, Fixed Term Calculators and Savings Calculator] in collaboration with UK Deloitte Team and Netcel Team for Metro Bank and involved in Channel Testing for Card transformation Project – Credit Cards (start for planning the delivery model) **Roles & Responsibilities**: * Worked as a Principal Business Analyst in the client side for redesigning Metro Bank’s public website & CMS integration project. Interacted collaboratively with multiple third-party vendors through various stages of the project.
* Captured requirements for complete redesign of website/upgrade of CMS. Content demand workflow
* Supported the team all stages of development and testing of online tools and calculators.
* Payments Automation Project – Automating the payment types such as SEPA, SWIFT, CHAPS and Faster Payments pack in all the testing environment
* Establishing TSYS project involved in UAT Testing

CITIBANK – APAC & EMEA - CRM - ECLIPSE - UAT Testing**Duration**: May 2013 – October 2013**Tools Used:** HP QC ALM 12 , ECLIPSE**Description:** Eclipse Platform - RM (Relationship Management), COP(Centralized offer palette), KANA - Email Management system, CBOL - Online Internet Banking**Roles & Responsibilities :-** * + Co-ordination with cross team to get the project requirements, gather and communicate the project status to the off shore team.
	+ Worked closely with the Business Analysts, Developers, and Database Architect in identifying the outstanding Issues in User Requirements and Specifications.
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| EDUCATION

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| **Course** | **Year of Completion** | **Institution Studied** | **Marks (%) / GPA** |
| PGDM (Retail Merchandising & Marketing) | 2013 | School Communication and Managements Studies, Cochin | A Grade – 80% |
| B.Com (Hons) | 2011 | Amrita University | 74% |
| Higher Secondary | 2008 | Indian School, Darsait, Sultanate of Oman | 86% |

REFEReNCESWill be made available on Request |

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