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Career Snapshot

Competent professional with over 9 years of total work experience in Banking, Financial Services, and Insurance (BFSI) domain. I have spent 6 years in IT as a Business Analyst, with 3.8 years on Salesforce, currently working as a Salesforce Business Analyst

Professional Summary

- Possess expertise in facilitating scrum ceremonies and applying agile methodologies
- Engaging with stakeholders to gather requirements and translate them into actionable user stories.
- Successfully implementing better business solutions that drives organizational growth
- **Salesforce Certified Business Analyst.**
- **Salesforce Certified Administrator.**
- **Salesforce Trailhead Ranger** -(Trailhead Profile <https://www.salesforce.com/trailblazer/svrp619>)
- Earned Business Administration and Security Specialist Superbadges from Trailhead successfully
- Certified Junior Associate of Indian Institute of Bankers (JAIIB) from Indian Institute of Banking and Finance (IIBF).
- Certified Anti-Money Laundering (AML) & Know Your Customer (KYC) Specialist from Indian Institute of Banking and Finance (IIBF).

Skills

- Business Skills: Stakeholder Engagement, Requirements Gathering and Analysis, User Stories
- Technical Skills: Salesforce BA, Salesforce Admin(Security, Automation, Sales Process, Record Types, Reports and Dashboards, Web to Lead etc.), MS Office, JIRA
- Soft Skills: Leadership, Effective Communication, Problem Solving, Adaptability

Work Experience

Company	Role	Time Period
Sourceone Staffing & Consulting Pvt. Ltd.	Business Analyst	July 2020 to till date
ICICI Bank Ltd.	Business Analyst	Aug 2015 to Nov 2017
ICICI Bank Ltd.	Credit Analyst	May 2012 to Aug 2015

Educational Details

College	Degree	Time Period
GITAM Institute of Management - Visakhapatnam	MBA	2018 - 2020
Manipal University - Bangalore	PGDB	2011 - 2012
Raghu Engineering College - Visakhapatnam	B.Tech	2005 - 2009

Projects

Project Name: RULoan App

Client	RULoans
Role	Salesforce Business Analyst
Duration	Oct'2021 - Present

Project Summary: RU loan app is a CRM application designed for loan management, providing a comprehensive 360-degree view of the customer relationship. This functionality aims to streamline both pre and post sanction loan processing

Roles and Responsibilities:

- Collaborating closely with project stakeholders and taking the lead in requirements gathering processes
- Analyzing the Business Requirements, Use cases and Business Processes
- Responsible for validating & documenting business requirements
- Working closely with developers and QA team to facilitate the development of the project
- Conducting UAT with business users and ensuring that requirements are aligned with business needs
- Coordinating with project stakeholders consistently throughout the project lifecycle
- Conducted gap analysis and improved the time taken for opportunity closure
- Manages backlog with technical team and prioritize the requirements based on business team needs

Project Name: R-Helpdesk App

Client	RULoans
Role	Salesforce Business Analyst
Duration	July 2020 - Oct'2021

Project Summary: R-Helpdesk app is designed to provide diverse services to the customers of RULoans.

Roles and Responsibilities:

- Worked on user management, security, custom objects and fields, record types, validation rules, page layouts, etc.
- Worked on automation tools like workflows, process builder, flows(beginner)
- Proactively engaged with business team for identification of the service issues
- Collaborated with the technical team to efficiently deliver service solutions to clients
- Enhanced client customer service issue resolution time from 3 business days to 1 business day by conducting gap analysis and implementing SLAs
- Built reports and dashboards as per the stakeholder's requirement
- Conducted training sessions to 20+ users on the utilization of the application

Project Name: Application Processing System (APS)

Client	ICICI Bank Ltd.
Role	Business Analyst
Duration	August 2015 to November 2017

Project Summary: APS, the Application Processing System, is utilized by the credit team of ICICI Bank for the approval of various loans. It encompasses the entire credit process, from the login to the disbursement stage.

Roles and Responsibilities:

- Successfully conveyed insights and plans to members of cross-functional teams
- Managed digitalization of pre and post-sanction as well as disbursement processes through APS
- Actively participated in the User Acceptance Testing (UAT) process of APS for various loan products
- Collaborated with diverse teams to optimize APS according to the specified requirements
- Managed the transition from decentralization to centralization of login and sanction process within APS

Project Name: Credit Appraisal System

Client	ICICI Bank Ltd.
Role	Credit Analyst
Duration	May 2012 to August 2015

Project Summary: Handled the processing of numerous loans within the Rural Inclusive Banking Group under the Priority Sector Lending category as stipulated by the Reserve Bank of India.

Roles and Responsibilities:

- Scrutinized and verified the content of various customer documents, thereby minimizing the risk of fraudulent activities and ensuring customer authenticity
- Managed credit appraisals for diverse loan products, including underwriting/sanctioning of loan proposals
- Initiated and successfully completed the disbursement process for sanctioned cases
- Oversaw legal vetting by thoroughly examining legal reports, identifying discrepancies, and obtaining the finalized legal reports
- Collaborated with various teams in enhancing the quality of the loan portfolio
- Conducted cross-verification of sanctioned/disbursed cases on a sample basis for compliance purposes

Achievements

- Recognized as the best performer for consistently delivering better solutions to the clients
- Earned client appreciation for successfully implementing improved Service Level Agreements (SLAs)
- Led the placement committee at Gitam Institute of Management between 2018 and 2020
- Honored as Mr. Personality during the Outbound Training conducted by GITAM and MAVEN in 2018
- Consistently recognized as the top performer in hindsighting (audit and compliance parameters) from AP and Telangana at ICICI Bank