

# Nishant Singh

Certified Agile Business Analyst | PSM I & PSPO  
Trained | ECBA Certified | Indusind Bank | ex-ICICI  
Bank | ex-Axis Bank Retail & Corporate Banking |  
Fintech | BFSI | Trade Finance

Business Analyst professional having strong analytical and leadership qualities with diverse experience, willing to work as Product Manager. Bringing to the forefront a visionary mindset and understanding of product development lifecycle from research, requirement elicitation, solution design, implementation. Blend of my experience and expertise can help introduce innovations and improvisation to the product

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📍 New Delhi, India



## WORK EXPERIENCE

### Manager - Business Analyst Indusind Bank

12/2021 - Present

- Effective collaboration & participation in Product Management, Research, Teamwork and Collaboration
- Product Development, Solution Analysis, Stakeholder Management for incorporating various digital platforms ensuring sustainable digitization for various banking operations
- Playing a vital role in managing various activities of the project like requirement elicitation, analyzing the information gathered, documenting the functional or business requirements, BRD, FRD, Solution Scope Documents, Interface Analysis
- Interviewing business units, stakeholders, and technical leaders to gather and clarify business requirements; developing to be business process flows, identifying the impact of the implementation on these business process flows and coordinating the review of the detail design for the business
- Verification/Validation of requirements to ensure they deliver business value by conducting various reviews
- Act as a SME, providing integrated business/technical solutions to develop products in order to cater the business, operational & market needs
- Creating data models basis various critical business insights needed for various technical solution & business upgradation
- Worked under of all phases of SDLC methodologies like Waterfall and Agile
- Successfully participated in various Scrum Ceremonies by sharing opinions on process & product innovation
- Gained insights during designing ideas in relation to technical upgradation, co-ordinating with development team during development & post development maintenance as point of contact for business domain



## SKILLS

Agile Methodology

BRD

Business Analysis

FRD

Gap Analysis

Market Research

Problem Solving

Process Automation

Product Design

Product Management

Product Strategy

Requirement Elicitation

SDLC

Stakeholder Management

Team Management

UAT

UML Diagram

Use Cases

User Stories



## LANGUAGES

English



Hindi



## PROJECTS

Connect Online for retail trade transactions is a platform integrated with net banking which provides ease of access to digital trade transactions. Processing of import remittances, disposal for export remittances, regularisation of import and export bills, AD CODE letter issuance, Issuance of BG & LC without even visiting the branch and submission of physical documents



## WORK EXPERIENCE

### Dpty Manager- Business Analyst

ICICI Bank

02/2019 - 12/2021

- Involved in overall activities related to Business Strategic Planning & IT-automation for cross sell & liability channel of bank
- Designing & implementing various ideas of process & system enhancement for salesforce & product improvement
- Engagement with key stakeholders and business owners to prioritize the business problems & opportunities for further technical enhancement for internal & external cross sell channel
- Organizing & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions and Focus Group Discussions
- Conducting Gap Analysis, Scope Analysis, Impact Analysis on Business Process using techniques like use case diagrams (UML), Context Diagram, BPMN, Flow charts & Requirement Analysis & Design Definition (RADD)
- Conducting "AS-IS" and "TO-BE" analysis and suggest fit for Business Solutions by designing a Change Strategy
- Prioritization of requirements using MOSCOW and Business Value methods followed by documenting as BRD, FRD, Change Request
- Performed quality assurance (functional testing) and user acceptance testing (UAT) facilitating on-time & acclaimed "go-live" of the application.
- Act center point of contact for all project activities liaising with delivery managers
- Business review meetings with business stakeholders sharing insights about effective business changes due to technical upgradation by presenting projects' insights in Business Review Meetings on periodic basis

### Branch Operations Manager

Axis Bank Ltd.

12/2013 - 02/2019



## CERTIFICATES

Business Analysis Certified (IIBA - ECBA) (09/2022)

Agile Business Analysis (08/2022)



## EDUCATION

### PGDM

IMS GHAZIABAD

06/2011 - 06/2013

### B.COM

LUCKNOW UNIVERSITY

05/2008 - 05/2011

