



SWETAPADMA MISHRA

PROFESSIONAL SUMMARY

A passionate and diligent person with around 1.5 years of experience in Public Services industry and 2 years of experience in Banking industry with focus on product/asset development.

PROFESSIONAL EXPERIENCE

Senior Business Analyst – Accenture Technology [Feb'19 – Present]

- **Client-facing role** that interprets and translates client requirements to **define business requirements, analyze and explore business issues being encountered and provide required technical solution.**
- Involved in the ideation of a **Proof of Concept (PoC) on Pension System for the State of Illinois and Singapore Training Grants management**, to access member data in a secured manner.
- Developed a **PoC involving AI-based chat solution** for multiple public sector clients spanning across various domains like Education, Policing, Postal etc.
- **Led the functional team in providing solutions to the State of Kansas** for its various public assistance programs.
- Prepared **wireframes** based on client requirements and provided transitions to development teams so as to arrive at detailed **techno-functional specifications.**
- Experience in using **JIRA** to document epics, user stories etc.
- Experience in using **RTC Defect Management tool** to monitor the lifecycle of the defects.
- Good understanding of SDLC and worked both in **Waterfall and Agile** methodologies based on the project requirement.
- **Organized the Industry week** for Public Services.
- Directly interacted with client to help them **survive the COVID – 19 pandemic by suggesting them with rapid response measures**

Business Analyst – Fino Payments Bank [Apr'17 – Feb'19]

- Conducted in-depth requirement and input gathering from the stakeholders to create artifacts like **Business Requirement Document (BRD), Functional Specifications Document (FSD), PoC and Requirement Traceability Matrix (RTM).**
- Led the team in testing and analysis of **Direct NEFT, RTGS, IMPS, UPI (both customer and merchant) and AEPS, ACH-CR** before Go Live.
- **Co-ordinated with NPCI** for the proper documentation and testing of various products before Go Live.
- Led the **Fastag business requirement team** for the development of end-to-end payment process flow and its integration with CBS and NPCI.
- Helped in providing the format of APIs to the CBS vendor for integration with the banking system.
- Performed **Functional Testing** and provided **support during SIT and UAT** to the team while onboarding new processes as BAU.

Data Center Administrator – SumTotal Systems Pvt. Ltd. [Jun'14 – Apr'15]

- Involved in running payroll for 7 different clients.
- Providing security rights to clients.
- Managed a team of 3 people.



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6th June, 1989

SKILLS

MS Office



JIRA



RTC



MS Visio



SQL



ACHIEVEMENTS

IIBA - ECBA

P3+ Certified in Public Services

Appreciation for defect free delivery

Sangeet Bhushan in Odissi Dance

Rajya Puraskar in Bharat Scouts and Guides

Submitted a Whitepaper on Covid Assessment App to Grace Hopper Celebration India 2020

POSITIONS OF RESPONSIBILITY

Head of Events Vertical of
Admission Committee at KJ SIM

Patrol Leader of Bharat Scouts &
Guides in BJEM School

Product Developer – CSC India Pvt. Ltd. [Aug'11 – Jun'14]

- Involved in preparation of estimates, analyzing the requirements and program development.
- Proven ability to manage multiple issues under tight deadlines, often with competing priorities and complexities.
- Involved in production support activities like ABEND resolution, adhering to SLA and providing permanent fix for redundant abends
- Involved in the creation of new policies and modification of existing policies according to the client needs

ACADEMIC PROFILE

Degree	Institution	Board/ University	Year	Result
PGDM	K.J. Somaiya Institute of Management Studies & Research, Mumbai	K.J. Somaiya Institute of Management Studies & Research	2017	7.11/10
B.Tech (Electrical & Electronics)	Gandhi Institute for Technological Advancement, Bhubaneswar	Biju Patnaik University of Technology	2011	7.9/10
HSC	Kendriya Vidyalaya No. 1, Bhubaneswar	C.B.S.E.	2007	83.40%
SSC	Buxi Jagabandhu English Medium School, Bhubaneswar	C.B.S.E.	2005	87.40%

PROJECTS

Master Thesis : Experiential Marketing of Soft Drinks

Conducted a primary market research in a mall as to how the experiential marketing of soft drinks influences the customer behavior.

Summer Internship Project: Bharat Sanchar Nigam Limited

Conducted a market research regarding the "Marketing strategies of BSNL in Bhubaneswar and Cuttack".

Secondary Market Research for Lumiere

Conducted secondary market research for demand of silver usage in Indonesia.