**Balakrishna Boina**

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**Career Objective**

To be part of an organization enjoying a strong brand and professional environment that offers significant learning opportunities and where my skills and abilities in financial services can be put to be of best use and which will allow me to leverage my current​​ experience​​ and​​ mature ​​into ​​a ​​multi​​ skilled​​ professional

**Background**

12+ years of experience in Banking, Financial Services and Payments and 6+ years as a Functional Business Analyst in International Trade finance

**PROFESSIONAL EXPERIENCE**

Working with **CGI Information Systems & Management Consultants Inc.** from Jun **2008-Till Date**, as a Business Analyst & Production Support Specialist.

**Key Skills:**

* Worked on applications like **HSBC Trade Systems, CGI Trade 360, Hot Scan, CGI SEPA Services, RBI Payment Systems (Participant Interface & SFMS), Remedy Tool, Jira, Confluence, Clear Quest, Business Objects** etc.,
* Developing Business Requirement document (BRD) & Functional Requirement document (FRD) for customer sign-off, designing workflow to meet the customer requirement, Testing, Project implementation, maintenance and support.
* Knowledge​​ on ​​SWIFT ​​Network/Messages ​​ (Series ​​of ​​100/200/400/700​​/900​​ etc.), Formats​​ of​​ SWIFT​​ messages and​​ STP​​ standards.
* Good Knowledge on SQL queries to retrieve data from Oracle database.
* KYC​​ and​​ AML ​​screening ​​for​​ all ​​the ​​transactions ​​and​​ parties ​​involved.
* Collaborated with the project team in solution development and implementation.
* Performed Functional Testing, Regression testing on the Applications
* Created and reviewed functional test cases and audited the functionality on the quality of deliverables at intervals.
* Exposure on software development Models like Agile and Waterfall.
* Supported for UAT, SIT of clients.
* Liaised with technical and testing team to provide domain knowledge on Trade finance and payment product and the application.
* Provide training to new joiners on various trade and payment systems
* Maintain metrics for the entire process.
* Prioritize the client’s urgent requests and meet customer satisfaction
* Keeping the team abreast of any kind of client information that has been updated
* Rich experience in handling Batch Jobs.
* Good Knowledge of API testing using Postman & Soap UI tools.
* Team Management

**PROJECT PROFILES**

**#Project 1**

**Title: HSBC Trade Transformation Solution**

**Client:** HSBC

**Duration**: Nov 2019 – Till Date

**Roles**: Lead Business Analyst, Implementation & Production Support Specialist

**Description:**

As part of the partnership, CGI will update the underlying technology of HSBC’s platform and will improve the agility and processing capabilities. The banking group will deploy CGI Trade360, an end-to-end trade finance solution, to power its global trade business. The finance solution, which is delivered as a software as a service (SaaS), allows lenders to offer the full range of traditional trade, payables, receivables and cash management services to their clients on a single, integrated and global platform. Built for multi-bank, multi-currency and multi-time zone processing, CGI Trade360 platform features a corporate portal, an efficient back-office trade processing system with latest imaging and workflow, an advanced reporting utility, as well as an XML-based integration architecture.

**Responsibilities:**

* Interact with business users to understand new business requirements and enhancement requests
* Translate business requirements into product-specific designs and configuration, detailed requirement specifications and use cases
* Deliver functional specifications, design documents, business process workflow and related documentation for new development projects and/or enhancement and modification requests to be used by Developers/QA Team
* Interact with Developers/QA Team during the software build and/or configuration process and testing process
* Possess senior level functional knowledge of assigned application technology
* Perform functional application configuration and configure /run reports at user request
* Analyzing the gathered requirement and prioritizing the things before implementation
* Ensure programs meet business specifications
* Demonstrate new functionality to business users seeking inputs on future direction
* Review vendor provided documentation and user manuals needed to support the product
* Participate in user focus groups and requirements workshops, vendor training and demonstrations
* Providing changes and better options to client
* Assist in supporting activations and rollouts
* Ensure the quality of the deliverables as per the defined defects standards
* Knowledge transfer with other team members to improve overall team education level by organizing trainings
* Take complete ownership for the assigned task and timely inform the progress of the project / task to all stakeholders
* Interact with Quality Assurance Analyst to design and execute functional, integration, and regression test plans for new application functionality, product releases and enhancement and regulatory modifications using business scenarios and use cases
* Actively participate in meetings and make valuable contribution
* Closely work with Developers for the implementation as per client’s expectations.
* Provide on-site or remote support during client implementation projects as applicable

**#Project 2**

**Title: Trade 360**

**Client: ANZ, RBC, CIBC, BMO, NBC, BTMU, SEB, DESJARDINS, Barclays, BNS etc.,**

**Duration**: Nov 2017 – Feb 2019

**Roles**: Lead Business Analyst, Implementation & Production Support Specialist

**Description:**

CGI Trade360 delivers all of the software, infrastructure and support resources necessary to power a bank’s global trade business. Delivered as a software as a service (SaaS), CGI Trade360 enables banks to provide the full range of traditional trade, payables, receivables and cash management services to their customers—anywhere, anytime—on a single, integrated and global platform.

**Responsibilities:**

* Responsible in establishing and assist client with configuring Trade Finance parameters and controls based on client’s business practices and processes; recommend best practices; review setup with clients and gain client acceptance.
* Interact with client, consultatively, to determine project requirements and needs analysis.
* Analyze source data files and map data to target application for use by technical resources to develop programs.
* Provide on-site or remote support during client implementation projects as applicable.
* Test and troubleshoot Trade 360 configuration and functionality.
* Validate new system input, output, and connectivity.  Identify, research, and assist in resolving any issues with technical resources.
* Facilitate converted database validation work sessions with clients as applicable.
* Assess and report risks during project and participate in the development and implementation of mitigation plans.
* Communicate project scope, status, and risks to all stakeholders.
* Record accurate and timely accounting of time spent on project related activities.
* Follow established project, departmental, company procedures and quality standards.
* Follow established project management standards.  Provide activities related to the management of assigned implementation projects to bring the project to a timely close and transition the client appropriately.
* Complete and support post-implementation tasks in a timely manner.
* Update internal documentation as applicable.
* Provide subject matter expertise to internal staff including, but not limited to, sales, development, support, training, professional services as needed.
* Participate in the development of implementation or training content.  Conduct software training and/or reinforce prior training to both external clients and internal staff.
* Maintain, enhance, and broaden knowledge and skills of software applications and industry best practices.
* Organizing and providing training for customers, users and other consultants

**#Project 3**

**Title: CGI SEPA Services**

**Client: Royal Bank of Scotland, Ulster Bank, Power to Pay etc.**

**Duration**: Nov 2015 – Oct 2017

**Roles**: Sr. Business Analyst and Functional Tester

**Description:**

CGI SEPA Services (CSS) previously called as Logica Mandate Manager is a SaaS product that enables banks and corporates to manage both Bank to Corporates and Bank to Bank SEPA Direct Debit (SDD) Mandates and provide services related to the mandate processing and their usage in the payment chain. CSS is an End to end service for SDD Mandate Management. It also converts legacy electronic mandates into SDD compliant mandates, supports legacy domestic and new SEPA scheme. Manages the direct debit life-cycle and is based on Transactional pricing model.

**Responsibilities:**

* Reviewing the Test Cases Prepared by the Team Members.
* Monitor the Test Execution Progress and Manage the Issues during Test Execution.
* Defect Management (Tracking and Reporting).
* Act as a SPOC for onsite team.
* Preparing & Sharing the Status Report as applicable.
* Co-ordinate/Delegating the task(s) to the team members.
* Owned and maintained all the testing documents/deliverables.
* Responsible to identify the scope of testing and ensure the coverage of test cases using Requirements Traceability Matrix.
* Analyzing user requirement documents and developing Test Plans, Test Cases.
* Client coordination and working closely with the project team (DEV, QA, and PM)
* Attending several walkthrough meetings with Business Analysts, Project Manager and Developers and provided feedback accordingly.
* Track and report work completed on a daily basis.
* Prepared and executed scenarios for the Regression testing on new builds.
* Review product Release Notes and other documentation for accuracy.
* Maintaining repository of project information.
* Practice Quality Assurance by adhering to life cycle methodology, supporting policy, ensuring project and gate requirements are delivered, and implementing best practices.
* Participate in test preparation activities (such as Environment setup, identifying test data) for Functional / System testing.
* Planning daily tasks based on the priority.
* Contribute towards updating knowledge assets.

**#Project 4**

**Title: HOTSCAN**

**Client: Deutsche Bank, Bank of Tokyo, Bank of England, Bank of Nova Scotia, MCB Bank,**

**Credit Europe Bank N.V, Allied Bank etc.,**

**Duration: Mar 2012 – Oct 2015**

**Roles:** Sr. Business Analyst, Functional Tester

**Description:**

CGI HotScan360 is a comprehensive and versatile risk management platform that provides real-time fraud detection, payments filtering, know your customer (KYC) and customer due diligence (CDD) capabilities, along with anti-money laundering (AML) transaction monitoring. Financial institutions can scan all of their customer transactions, activities and behaviour in real time, score them and identify possible money laundering and fraud.

**Responsibilities:**

* Develop, maintain, and execute test scripts for software product changes.
* Document, track, retest and communicate the test results and ensure QA tasks assigned are completed in as scheduled.
* Perform integrated software testing and ensuring the accuracy of new product features or corrections to current software functions as per the business requirements prior to release of software.
* Track and report work completed on a daily basis.
* Work closely with software developers to clearly convey issues found and to ensure timely resolution.
* Review product Release Notes and other documentation for accuracy.
* Provide individual project test management. This includes system specification analysis, test approach/plan formulation, test script and test cases creation, defect tracking, and reporting project status, changes, and issues.
* Writing Test Cases / user stories as per the new requirements and change requests raised by the Clients.
* Maintaining repository of project information.
* Practice Quality Assurance by adhering to life cycle methodology, supporting policy, ensuring project and gate requirements are delivered, and implementing best practices.
* Work closely with Test Lead, Developers, and develop clear, concise, detail-oriented test cases from user stories
* Participate in test preparation activities (such as Environment setup, identifying test data) for Functional / System testing.
* Planning daily tasks based on the priority.
* Participate in doing impact analysis based on the changes introduced and come up with the right set of regression test cases.
* Updating daily tasks and escalating issues to the Test Lead.
* Contribute towards updating knowledge assets.
* Interact with other relevant groups to complete the tasks successfully.

**#Project 5**

**Title: RTGS Readiness Program - QPHQLM**

**Client: Bank of America, JPMorgan, Standard Chartered Bank, RBS, CITI Bank etc.,**

**Duration: July 2008 – Feb 2012**

**Roles:** Jr. Business Analyst & Functional Tester

**Description:**

The Quaestor Payments Hub (QPH) helps banks to connect the various host systems used by their branches and departments and supports the concentration of RTGS and NEFT transactions and the forwarding of these to the RTGS or NEFT systems via the RTGS Gateway (Participant Interface – PI) or SFMS directly. The other component Quaestor Liquidity Manager (QLM) module manages the liquidity of the payments released and received from RTGS Gateway.

**Responsibilities:**

* Perform system, integration and regression testing utilizing test management tools and adhering to test methodology.
* Prepare, review and execute the test cases and generate the test reports.
* Participating in preparing Test Plans.
* Analyze the user stories, review with business team and identify the high-level test cases
* Maintaining repository of project information.
* Contribute towards updating knowledge assets.
* Interacting with the Development Team about the change requests made by the clients.
* Analyzing the Test Cases prepared by other team members.
* Participating in Review meetings and preparing suggestion documents to improve the quality of the application.
* Track and report work completed on a daily basis.
* Training Clients about new features of the Product.

**Trainings & Certifications**

* Holds Internal Certifications from CGI on Business Analytics, Trade Finance, Anti Money Laundering and Payments Solutions
* Foundation Program in Banking.
* Trained staff on Trade finance with respect to product and process related
* ISTQB Foundation level certified Tester

**Education**

* Master of Technology in Computer Science & Engineering from Osmania University - Hyderabad (2006-2008)
* Bachelor of Technology in Computer Science & Engineering from JNTU – Hyderabad (2002 – 2006)

**Personal Details**

Gender : Male

Date of Birth : 6th July 1984

Martial Status : Married

Languages Known : English, Hindi, Telugu

Nationality : Indian

**DECLARATION**

I hereby declare that above mentioned all the information is true and I hold the responsibility of its authenticity.

Place: Hyderabad **Balakrishna Boina**