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Summary

Results-driven Business Analyst with 3+ years of experience in Transaction Banking, Product Delivery, and Data Analytics. Skilled in requirement gathering, stakeholder management, and delivery coordination across Agile and Waterfall models. Adept at creating BRDs, prototypes, workflow diagrams, and dashboards. Proven ability to analyze complex business problems, automate reporting, and support UAT to ensure high-quality product delivery.

Skills

- Data Analytics & Business Insights
- Excel, Power BI, Tableau
- Agile-Scrum & Waterfall Methodologies
- Stakeholder Management & Requirement Gathering
- Financial & Trade Compliance Knowledge
- MIS & Dashboard Development
- User Training & UAT Coordination

Ritesh Singh

Experience

ICICI Bank - Accounts Manager- Transaction Banking

Delhi, India

05/2022 - Current

- Partnered with stakeholders and SMEs to capture and document requirements for compliance and trade transaction processes.
- Gathered and analyzed functional requirements for trade and remittance processes, ensuring regulatory and compliance alignment.
- Project Delivery: Business Analyst for IGRS 2.0 (Inward Global Remittance System) – led requirement gathering, data conversion, UAT testing, and rollout of compliance modules.
- Coordinated UAT cycles with cross-functional teams, validating business rules and test cases across multiple workflows.
- Designed and executed test cases for system enhancements (IGRS 2.0, Trade Online Platform), improving process accuracy and compliance reporting.
- Worked with IT teams to map business requirements to functional specifications, ensuring optimized testing and validation.
- Trained 55+ end users on system enhancements, improving adoption and reducing support queries.

Education And Training

MBA:

Financial Services

K J Somaiya Institute Of Management Studies And Education Re

Mumbai, INDIA

B.E.:

Biotechnology

University Institute Of Engineering And Technology

Chandigarh, India

Certifications

- IIBA Certified (COEPD)
- AML & KYC | Exports & Imports – ICICI Bank
- Tableau Designer Certified

Key Projects

1. IGRS 2.0 Enhancement

Waterfall Model | Role: Business Analyst

- Conducted **SWOT analysis** for IGRS module to identify strengths, gaps, and opportunities, enabling the bank to stay competitive.
- Performed **Gap Analysis** to upgrade the IGRS 2.0 platform from current state to the desired future state.
- Gathered requirements using **elicitation techniques** (documentation review, stakeholder interviews) and translated them into structured deliverables.
- Designed **prototypes and screen mockups** for trade services to enhance user experience in lodging complaints.
- Prepared and maintained **BRD, FRD, and SRS** with UML and Activity diagrams; supported development teams with **Use Case specifications**.
- Ensured complete requirements coverage through **RTM (Requirements Traceability Matrix)**.
- Authored **BRDs/FRDs for BOE and SWIFT enhancements**, ensuring compliance alignment.
- Created **workflows in MS Visio** and assisted across testing phases by preparing test cases and facilitating successful UAT.
- Collaborated with **compliance and technology teams** for smooth roll-out of enhancements.

2. Trade Online Platform

Agile-Scrum | Role: Product Owner/BA

- Created and prioritized **user stories** in the product backlog (LC & Remittance modules) with clearly defined **acceptance criteria** in JIRA.
- Facilitated **sprint ceremonies** – sprint planning, daily stand-ups, sprint reviews, and retrospectives – ensuring team alignment, story pointing, and progress tracking.
- Monitored and communicated progress to stakeholders using **sprint/product burndown charts** and dashboards.
- Collaborated with development and QA teams to ensure **Definition of Ready (DoR)** and **Definition of Done (DoD)** were met.
- Designed **wireframes** in Balsamiq to visualize requirements and support development.
- Partnered with stakeholders to capture **change requests** post go-live, conducted feasibility studies, and coordinated with IT through escalation portals.
- Acted as a **liaison** between stakeholders and technical teams to ensure timely delivery and resolution of blockers.

Tools & Tech Stack

- Analytics & Automation: Excel, Power BI, Tableau
- BA & Design Tools: MS Visio, Balsamiq, Axure RP, JIRA
- Project Methodologies: Agile (Scrum), Waterfall

Achievements

- Supported automation of compliance tracking, resolving ₹45 Cr+ in pending cases.

- Contributed to UAT for digital transaction banking systems, enabling faster go-live of enhancements.
- Trained 55+ stakeholders on new reporting dashboards and compliance workflows.

Extra Achievements

- Co-founder – Bhangra Loverz (100K+ subscribers)
- IPS National Conference Winner – Bhangra (2016)