

Harsh Gupta *(Immediately available to join)*

Certified Business Analyst | Certified Agile Professional | IIBA – CBAP Trained | PL-300 | Ex- Federal Bank | MBA, IIMP | B.B.A, MMCC Pune

Domain: Payment, BFSI, Banking, Healthcare, IT

 +91-8208925349

 harshg822@gmail.com

 [LinkedIn](#)

 Pune

SUMMARY

- With overall 3+ years of experience as a Business Analyst across Finance, Banking, Payments and Retail.
- Proficient in creating **Business Requirement Document, Functional Requirement Document, Use Case specification Document, Workflows, Implementation guides, Functional Specification Document, and Requirement Traceability Matrix.**
- Well versed in Requirement Elicitation & Prioritization, Defining Scope, Gap Analysis, Stakeholder Analysis & Management, Sprint Planning, Sprint Review, Product Backlog Management, and Change Request Management.
- Proficient in Jira management and conducting gap analysis, scope analysis and impact analyses using **UML, context diagrams, BPMN**, and flow charts.
- Experienced in creating **wireframes** and **mock-ups** and validating requirements through reviews and workshops. Skilled in quality assurance and user acceptance testing, ensuring successful, on-time and on- budget project deliveries.

SKILLS

- | | | | |
|---------------------------------------|---------------------|--------------------|---------------------|
| • Use Case | • User Stories | • Change Strategy | • Client |
| • BRD FRD FSD SRS | • Agile & Waterfall | • Stakeholder | Negotiation |
| • Epics | Methodologies | Management | • Technical Writing |
| • Requirement Elicitation & Gathering | • Process Modelling | • Release planning | • SQL |
| • UML & Data flow modelling | • Gap Analysis | Scrum- Agile | • Scope |
| | Wireframes & | • Requirement | management |
| | • Mockups | • prioritization | |

TOOLS

Microsoft Visio | Axure Rp pro | Balsamiq | JIRA | Confluence | InVision | MS Excel | MYSQL | MS Office | CRM

PROFESSIONAL EXPERIENCE

Federal Bank, Mumbai

Project – Loan Process Transformation and System Migration to CMS

Aug’24 - Present

Role - Business Analyst

- The objective of the project was to migrate the entire end-to-end loan processing flow to a new application system, CMS, while eliminating redundant and unnecessary steps.
- Worked closely with stakeholders in understanding the scope, analysing business and functional requirements, and segregating them into high level and low-level requirements.
 - Conducted JAD sessions, white-board sessions to outline business rules.
 - Performed Requirement Gathering, Gap Analysis, handling Change Request, go-live assistance till post implementation support, and functional testing.
 - Deliverables – Functional Requirement Document (FRD), Business Requirements Document (BRD), UML diagrams, Use Cases, Solution hand-off and Training Document.
 - Prioritized Requirements using MOSCOW and Business Value methods.
 - Verification/Validation of requirements through reviews and workshops with client to ensure alignment with business objectives.

Project Details - CRM Portal Development (Using Agile/Scrum Methodology)**Role - Business Analyst Intern**

Developed and updated CRM portals for clients like Suzlon and Seva Facility enhancing invoice discounting processes and improving user experience.

- Elicited and translated business requirements into user stories and epics, documenting acceptance criteria, prototypes, and business value.
- Manage Sprint Cycles/Stand ups/Story boards/Retrospectives/Reviews/Sprint Planning.
- Conducted Gap/Scope/Impact analysis using UML, BPMN, and data flow modeling with tools like Visio.
- Assist Product Owner with right-sizing product backlog by distinguishing the user 'wants' from 'must haves'
- Led AS- IS and TO-BE analysis, recommending fit-for-business solutions and designing change strategies.
- Organize & Lead Requirement Gathering (Elicitation) meetings using techniques like interviews, brainstorming, and focus group discussions.
- Collaborated with cross-functional teams during development, testing, and UAT to ensure successful delivery.
- Created wireframes, mockups, and delivered use cases, process flows, SRS, and requirement traceability matrix.
- Work closely with Sprint Team & monitor deadlines
- Prevent late no scope changes, Prioritize & take ownership for backlog decisions

PRIDE TECHNOLOGIES, Pune**Project - Light Microfinance****May'21 - Oct'22****Role - Associate Power BI Analyst & Business Analyst**

- Built Power BI dashboards for Enquiry, Disbursement and Collection, spanning four states headquarters with 20+ offices each
- Communicate client's business requirements by constructing easy to understand data and process models
- 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
- Worked on Power BI Desktop, Power Pivot, to develop data analysis prototype and used Power View and Power Map to visualize reports
- Created calculated measures and calculated columns using DAX queries in Power BI and Power Pivot, design and developed multiple dashboard mockups
- Led requirement gathering sessions using interviews, brainstorming, and focus groups to effectively capture and communicate business needs.

CERTIFICATIONS

- Certified Agile Business Analyst from IIBA regulatory institute, **COEPD Academy**
- Microsoft certified Power BI Data Analyst Associate
- Business Analytics and Analysis Learning certification from LinkedIn

EDUCATION

MBA - Business Analytics**2022 - 2024**

Indira Institute of Management, Pune

B.B.A**2018 - 2021**

Marathwada Mitra Mandal College of Commerce, Pune