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Ritesh Singh

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

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

- Created BRD/FRDs for BOE and SWIFT enhancements.
- Designed workflows (MS Visio) and supported testing phases.
- Engaged with compliance and tech teams for smooth roll-out.

2.**Trade Online Platform**

Agile-Scrum | Role: Product Owner/BA

- Defined user stories and acceptance criteria for LC, remittance modules.
- Built wireframes in Balsamiq and managed sprints via JIRA.
- Acted as liaison between stakeholders and dev/QA teams.

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)