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Core Competencies

- ✓ Business Analysis
- ✓ Requirement Life cycle management
- ✓ Elicitation and Collaboration
- ✓ Strategy Analysis
- ✓ RADD
- ✓ Solution Evaluation

Soft Sills:

- ✓ Time Management.
- ✓ Communication.
- ✓ Adaptability
- ✓ Problem Solving
- ✓ Teamwork
- ✓ Leadership
- ✓ Creativity

Technical Skills:

- ✓ **Platforms:** Linux and Windows
- ✓ **Database:** MySQL
- ✓ **Modeling Tools:** MS Visio 2007
- ✓ **Documentation Tools:** MS Office
- ✓ **Prototyping Tools:** Axure 6.5 and 7.0 and Balsamiq
- ✓ **Other Tools:** Power BI, Tableau.
- ✓ **Reporting Tool:** JIRA

Education:

- ✓ **MBA (2021)**
- ✓ **B. Tech. (2017)**

Certification:

- ✓ Certified IT-Business Analyst from COEPD (IIBA-EEP)

Career Objective:

An ardent and well experienced, Solution driven **Process Analyst and Business Analyst in Broadridge financial Solutions with more than 4 years of Experience** and expertise in independently leading projects by organization of repute in **IT Domain.**

Profile Summary:

- Experience in preparing the **BRD (Business Requirement Document), and FRD**
- In depth knowledge of various phases of **SDLC (Agile-Scrum and Waterfall)**
- Highly proficient in preparing **process flow diagrams** and modelling the requirement using **UCDs.**
- Collaborated with Development team and Business team in translating business requirements into **User stories.**
- Proficient in all phases of the solution customization cycle involving business requirements study and problem identification, **GAP analysis** and customization finalization, **Change management and implementation, UAT** and support.

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|-----------------------|--------------|------------------------|------------------------------------|
| Project Name | Global Proxy | Duration | September 2021 to Present |
| Methodology | Agile | Tools Worked On | IWS, GACA, JIRA, Power BI, Tableau |
| Project Domain | ICS | Role | Process Analyst |

Key Expectations

- Creating accounts and updating daily holding details of institutional investors on our system
- Communicating with clients (Institutional investors fund managers and individual investors) to providing required reports and resolving their queries through emails and phone calls
- Communicating with company secretaries and registrars for confirmation on status of vote processing in Australia and New Zealand markets
- Act as intermediary on market-specific matters between Broadridge, the client and the sub-custodian
- Creating, modifying and releasing MT 564 and MT 568 swift notifications to the sub custodians
- To support the team in developing in-house tools and enhancing existing applications to minimize risk and reduce manual processing
- Designed and created functional/technical specifications for reporting and data extraction requirements.
- Responsible for BRDs and FRDs with respect to the new functionalities.
- Experienced in co-coordinating with business and IT across all phases of
- Software development life cycle (SDLC) with successful hands on in Waterfall methodology.
- Responsible in understanding the business process flows, addressing the requirements using UCDs and prototyping in addressing the solution requirement
- Work closely with senior Investor Relations professionals to ensure meeting follow-ups are complete
- Identify ineffective areas within own BAU process and initiate changes for them – propose to improvement solutions – propose to create macros and implementing them after testing
- Effective supervisor, trainer, and motivator having the ability to integrate efforts of team members to optimize overall team productivity and the ability to adapt to new environments
- Communication with Team Leaders and Global team managers to facilitate and support the global team structure and leading a new transition with the team members