Avanendra Singh **|** CSPO® **|**

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FUNCTIONAL BUSINESS ANALYST | PRODUCT OWNER | PRODUCT MANAGEMENT | SOLUTION ARCHITECT

Personal Summary

- A diligent professional with over **11.8 years of rich experience** in end-to-end **business Analysis** in the IT & financial services industries, expertise in **product development, project initiation**, full **software life cycle** implementation, upgrades, production support rollout, enhancement from business analysis, testing, migration & go live. Extensive banking business knowledge of Retail banking, corporate banking, Global trade finance, Cross border Payments, Remittance, Cover payments, Compliance functions -AML, Client Due diligence, Name Screening and have successfully managed high profile complex projects for domestic & international banks.

- I am currently associated with Newgen Software Technologies ltd, one of the leading providers of a unified digital transformation platform with native **process automation**, content services, and **communication management** capabilities, and there working as a Lead business analyst handling **digital transformation & Intelligent automation** of **banking products & process** with different banks and service providers. In my previous assignments, I have assumed different responsibilities, and worked with various financial institutions like **ICICI Bank & HDFC Bank** where largely remained a part of **project management** leveraging my functional expertise in defining the **business rules, scope of project, system design**, **reverse engineering**, and data structure. I am experienced in driving, monitoring, & implementing highly complex projects involving continuous communication & engagement with various stakeholders.

- I am quite interested and will excited to be a part of an organization where I can apply the knowledge and skills gained through continuous learning & experience. Seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

Key Skills & Knowledge

Domain worked on: BFSI, Trade Finance Products, Risk Management, Retail Banking, Bank guarantee, Swift GPI, Inventory Management, Payments Hub, Swift Payments MT/MX, ISO 20022, Correspondent banking}

● **Project implementation**	● **MS office**	● **Inter-departmental communication**
● **Agile & waterfall methodology**	● **JIRA**	● **Stakeholders' Management**
● **Business analysis**	● **WFMS**	● **Elicitation & Interview**
● **SDLC**	● **SQL**	● **MS Visio**
● **User Acceptance Testing (UAT)**	● **Project Management**	● **RPA**
● **BRD**	● **FSD**	● **User stories**
● **Google Docs**	● **Lucid Charts**	● **Balsamiq**
● **OCR**	● **Workflow Modelling**	

Excel:

- Basic of macros and advance excel.
- Dedicated to creating comprehensive business reports.

SQL:

- Extract data, prepare query, handling DB related issue.

Summary of Professional Experience

July 2022 to Till Date	Lead Business Analyst
Dec 18 to June 2022	Senior Business Analyst
Employer Name	Newgen Software Technologies Public Ltd

Newgen Software Technologies Public Ltd - Lead Business Analyst (Consulting) – Trade finance & LMS dep.

Brief description of Project & Solution: -

The Solution allows Banks to have the platform for transaction banking utility with automated provisions for eliminating manual intervention in critical transactions which help banks to cater maximum business in a day with respect to the transactions for various trade finance products. The implementation involved creation & Integration of workflow management system with the international financial messaging system/SWIFT MTs, integration of using in-house and third-party APIs, data migration from the legacy system, creation of charge module for accounting entries, and image reading facility for the texts of the trade products like Standby letter of credit/Bank guarantees, Import & export bills etc. Solution covers **all transaction types e.g. Import Export, Finance, Domestic Payments, Cross border payment, cross Currency Payments, cover payments & remittances**.

Job duties:

- Produce a project definition/project initiation document clearly defining scope and project objectives
- Suggest, process improvement / reengineering in L1 / L2 / L3 processes
- Perform quality assurance of business analysis deliverables
- Run a project definition workshop and resolve complex scoping issues and stakeholder conflicts
- Make recommendations for requirements approach for a specific project
- Offer guidance and support to Junior BA's
- Manage and coordinates the work and priorities of a team of Junior BA's
- Perform project estimation for BA related tasks
- Payment milestones tracking.
- work proactively to resolve project issues and mitigate project risks
- Communication with all stakeholders & to elicit, analyze and validate the requirements for changes to business processes, information systems, and policies.
- Analyze client's business requirements and processes through document analysis, interviews, workshops & workflow analysis
- Develop business architecture using requirements such as scope, processes, alternatives, and risks.
- Translate stakeholder requirements into different tangible deliverables such as FRD, BRD, functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications
- Conduct system testing including functional, regression, user acceptance, integration, and performance to verify the client's needs are met
- Collaboration with different stake holders to ensure comprehensive functional verification of the system
- Participate in product management & new feature development in solutions prepared for BFSI industry.
- Responsible for giving demos & POCs at the senior management level
- Research & competitor analysis of Trade solutions in the market
- Acting as a subject matter expert in the domain of Trade finance and guiding the team members about the Incoterms, documentary credit and reimbursement rules laid down by ICC.

Major Projects

- Single **handedly implemented the banking solutions for one of the largest private sector banks** in India which have been designed with a vision to create a system that would enable quick Trade Finance Transaction Process to enable improved efficiency / focus on reduced cost and turnaround times for the process while at the same time providing enhanced visibility of operations.
- **Developed Inventory management system** that was recognized by the bank as a very useful tool in tracking Security items end to end across all branches.
- **Implemented critical regulatory reports** Like BEF, XOS, R -returns etc. for the banks for ongoing submission to regulators
- Successfully implemented **SWIFT Straight Through Processing (STP)** module for Inward & Outward remittances for one of the leading Global banks where Each Payments request is managed with end-to-end servicing from, document/data capture, digitization, origination (STP/NSTP), approval/discrepancy clearance, closing & funding to servicing to ensure paperless processing of customer request in a workflow environment supported by a robust built-in document management system.
- Successfully implemented a **new service called SWIFT global payments innovation** (GPI)which aims to improve customer experience in cross-border payments by increasing their speed, transparency, and traceability

Experience with financial institutions

August 2017 to Nov 2018	Business Analyst
Employer Name	HDFC Bank Ltd

Brief description of Project: -

The project required the integration of workflow management system with the name screening application, used to identify adverse media reports & politically exposed persons at the time of account opening and regular risk review, using internal and third-party APIs. Solution allows to send the data as captured in the event to the screening system to carry out the screening than the user needs to carry out the assessment of the hits in system and provide the decision in System for further processing. The successful implementation/deployment led to adherence of regulatory or internal compliances & reduction in processing time with better adherence to SLAs by improvement in quality.

Job duties:

- **Drafting and disseminating the SOP** (Standard operating procedure) in line with the directions of industry regulators.
- Training and Coaching the Junior analysts on bank's policies and procedures.
- Participating in formulation of policies and documents for mitigation of compliance risk.
- **Engaging with the senior management**, directors & group head of bank, in periodic meetings and taking a note change in the compliance policy.
- Participation in system improvement and enhancement.
- Defining the scope of the project and reviewing the business and functional requirement documents.
- Monitoring the state of development and suggesting the changes within the scope after every sprint.
- Test planning- analysis, defining test criteria and deliverables.
- Maintenance of bug tracking and reporting system and directing the defects to the software development team for fixation.

February 2011 to July 2017	Business Analyst
Employer Name	ICICI Bank Ltd

Brief description of the project-

The bank realized the need for creation of Centralized operations with Functional & Technical expertise and knowhow to stabilize its business Covering complete customer Base e.g., Retail Customers, SME customers, corporate customers. Initiated & led the **migration of legacy system** to the improved & organized workflow management system for improvement in efficiency and turnaround time. The creation of workflow management system required defining business rules through workflow charts and enhancement required additional features through integration **of Core banking application** using in-house APIs and master data management.

Job duties:

- Participating in the elicitation process for defining the expectations, budget, time constraint, business requirement and scope
- Facilitating the vendor in sharing **APIs** and data using the legacy systems.
- Conducting product presentations & promotional activities for market development & brand visibility
- Partner with technology, operations, and other stakeholders to drive product and service enhancements
- **Work with key stakeholders** to identify and implement process platform improvement opportunities
- Enhance the servicing model and escalations process to better serve the needs of a sophisticated, high net worth
- Customers
- Delivers engaging, informative, well-organized presentations to senior management
- Coordinate and facilitate pilot activities acting as primary contact with client, securing pilot agreement, and
- Monitoring progress.
- Determine success criteria and recommend **"go / no go"** decision
- Act as escalation point for client issues that require **product change resolution**

Highlights

Successfully implemented **Portal, is a unique secure web -based platform** enabling corporates customers, to submit their transaction requests like Bank Guarantee issuance and amendment, Letters of Credit issuance and amendment Outward Remittances, Export Bills, Remittance etc. through their Corporate Net Banking accounts, after which the transaction is automatically processed by the Bank without visiting the branch or sending physical requests. It encompasses - Transaction, Information and Notification

Certification

- Certificate from Udemy of **Swift Message type -MT & MX ISO20022-An overview**
- **Scrum Alliance Certified Scrum Product Owner** (CSPO®)
- Foreign Exchange Operations certificate from IIBF
- Audit course in Advanced Treasury Management from Manipal Education
- **NCFM** certification for **NSDL**- Depository Operations Module (**NSE**) in the year 2010.
- **AMFI** certificate for Advisory Module (**NISM**) in the year 2010.
- **Post Graduate Diploma in Banking** from ICICI Manipal Academy, Manipal University in the year 2011
- Leadership Development certificate from **T.A P.M. I Management Institute, Manipal**

IT Skill

- **Software:** SQL, VBA, MS-Office2007/13(Excel, Word, Power point)
- **Tool: - V**isio, Msvio, Dart,JIRA,UML,
- **Product Knowledge:** IBPS, BAM, BRMS, Omnis can, Omnidocs, document archival, template generation & MDM, Core Banking system

- **Methodologies: -** Waterfall, Agile.
- **Database: -** DB2.

Academic

- Master of Business Administration in Banking & Finance from Manipal University, Udupi (Manipal) in the year 2013
- Bachelor's degree in the year 2009 From University of Lucknow
- Higher Secondary Examination, in the year 2006.
- Senior Secondary Examination, in the year 2004

Personal Dossier

Languages known   : English & Hindi
Marital status   : Single