

Anshul Mittal

Business Analyst (CRM Consultant)

Believe in law of attraction | Strategic Thinker |
Customer Focused | Opportunity Provider



Passport No. M7634713



Contact: +91 8750009993 (India)

SKILLS

- **Tools:** Manage engine, JIRA, CRM, MoEngage, Versatile, SysArc Lendperfect, I-exceed, MySQL, MS Office (Excel, Word, PowerPoint), Microsoft Visio, Star UML, Balsamiq, Axure, Bizagi.
- **Awareness:** Agile, Scrum, Jira, SQL, SDLC (Agile/Scrum Environment, Waterfall etc.), BRD, Use Cases, Gap Analysis, RCA, Requirement Elicitation, BFSI Domain, Traceability matrix.

Licenses & Certifications



- Digital Marketing Certification by **Google**.
- “Business Analysis Foundations” certification by International Institute of business Analysis (**IIBA**).
- “SCRUM: The Basics” certification by Project management institute (**PMI**)
- “Agile at Work: Planning with Agile user Stories” certification by Project management institute (**PMI**).
- Salesforce for Marketers (Marketing cloud) certification by **LinkedIn**.

Work Experience (5 years)

Ujjivan Bank (Head Office Bangalore)

Aug 2018- Present



Business Analyst (Assistant Manager)

- **Digital projects** like customer drop off journey tracking in **CRM, Iexceed** and process the integration with **Cisco** dialler system for calling the prospect customer and capture the dispositions.
- **Customer communication journey** improvement by Integrating the API, SDKs of **MOEngage** with Ujjivan multiple source applications like **Finacle, Iexceed** (Push and in app notifications), **CRM, BR.net, Lend perfect** (LOS), **Versatile** (SMS/Email) and **gupshup**.
- **SMS, Email, Push Notification** (Android/IOS) integration with **Moengage Platform**.
- **Campaigns** Configuration (creation, analysis, execution) in Moengage (Notification centre)
- Managing the complete **CRM Implementation** for different modules like **Service Request, Lead management, Reports Generation**.
- Responsible for complete project delivery which includes **Requirement elicitation, Documentation** (BRD, FSD, User manuals), **Walkthroughs** to different teams like testing, security Team and Vendors, **SIT and UAT** Testing, Production Issues handling, Branch Visits.
- Implemented **PAN Validation process from NSDL** in all the banking applications like CRM, Lendperfect, ILOS, Glow, ESB and Hand-held banking.
- Delivered Several **Account opening modules** like Savings, Current Account, fixed and recurring deposit, NRI, Minor account, Corporate and Staff accounts.

- Delivered several Banking modules like **Service request** implementation of ATM dispute, Internal Ombudsman, Bill Desk, Corporate internet banking, Payments Related SR, UPIs, secured loan, Transaction Banking, Value Dated Fixed deposit, Digital SR.
- Responsible for adding and managing New Products (Savings, Current, FD, RD, Loans etc in the CRM.
- Automated other modules like **Internal Service request** from Branch to corporate Admin team and Bulk Request to check the status of requirements related to branches like deep cleaning status, Furniture related, Rent Details etc and to track the issues related to different vendors.

Acidaes Solutions Pvt. Ltd (CRMNext)

Oct 2016 – July 2018



Techno- Functional Consultant

Projects Undertaken:

Project 1: National Bank of Oman-NBO (Banking Domain) *Onsite Travel (Muscat): 2 Months*

- Assigned in the CRM Implementation of Several modules like- Assets, liabilities, salary processing, Complaints (service request) etc.
- Automated the process of Approved list of employers associated with **NBO**.
- Provided Onsite support-SIT and UAT Implementation.
- Single owner for all the modules aligned with CRMnext.
- Resolved complex requirement conflicts through effective stakeholder engagement.
- Designed different flows and use case diagrams based on the Business scenarios in “Bizagi” modeller.
- Handled full project life-cycles from requirement gathering, solution design and development through to production deployment.
- Hands on SQL for data query & analysis.
- Provided KT, walkthrough and Demo to the Users.

Project 2: Mauritius Housing Company (Lending Domain)

- Designed different modules like- Loans, Company Master, Savings/Deposit, Estates and Service request with logical validations.
- Implemented the processes of LOAN for retail and corporate customers with Insurance, and co-applicant scenarios.
- Requirement gathering and documentation – BRD, SRS, FRD, Gap Analysis, Requirement Traceability Matrix, BR walkthroughs with stakeholders.
- Coordinated with onsite/offshore resources to fix Quality Center queries during SIT and UAT.
- Use basic queries (select/insert/update/delete) to analyze the issues and provide the resolution.
- Designed & developed reports & dashboards for management to continuous monitor data quality & integrity, assisted users with design & management.
- Acted as a virtual client for development team to get the requirements implemented.

Project 3: MAX Life Insurance (Insurance Domain)

- Successfully delivered the “Policy Renewals and Service Request” modules
- Responsible for the creation of use case diagrams to show the sequence flow of the process and creation of business flow along with the system configuration of processes like **Data Management, Business partner, Welcome call and On-boarding Call**.
- Handled Welcome call and On-boarding Call module which is implemented for New Policy holders.
- Involved in post- sales activities (handling change requests, customer support & user training).

PAYTM (One97 Communications Pvt. Ltd)

Jan 2016 – July 2016

IVR and Android Developer (Internship)

- Developed **IVR** (Interactive Voice Response) applications in **VXML** and Contarra (Camaleon) Platform.
- Learned android development, implemented and worked on **Airtel** Live Project-Virtual cricket team application.
- Developed AstroZone IVR Application with DTMF inputs along with the respective prompts.

Kneoteric E-Solutions Pvt. Ltd.

Business Analyst

June 2012 – June 2013

- My Role as a Business analyst was requirements analysis, Flow chart, Process Design and Test case validation for an Android application (Game) and an e-commerce web site.
- Provided walkthroughs/demos and training to the clients.
- Engaged with the overall planning, execution and delivery of customer deliverables and Interface between the customer/sales and the engineering team.

Education

Master of Computer Applications (MCA).

Vellore Institute of Technology (VIT), Vellore Tamil Nadu.

July 2013 – May 2016

87.7%

Bachelor of Computer Applications (BCA)

JSS Academy of technical Education, IP University Delhi.

June 2009 – May 2012

70.5%

Higher Secondary School (Class XII)

DAV Public School, Noida, C.B.S.E.

April 2008 – April 2009

Achievements/Awards

- Certification by IIT Delhi in Android, conducted by Kyrion roboworkx Pvt. Ltd.
- Awarded first prize in table tennis CBSE cluster and Hansraj tournament (**State level**).
- Played quarter finals of table tennis CBSE tournament (**National level**).

Personal Information

LinkedIn Profile

www.linkedin.com/in/anshul-mittal-4bb309109/ -

Date of Birth

18th February 1992

Contact Details

anshul.consultant18@gmail.com

Languages Known

English, Hindi and German (Basic)