

## Suvarna Srivastava

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### **Professional Exposure:**

A **Business Analyst** with expertise in Business Analysis, Project / Program Management, Product Management, Solution Development, Service Design, Service Strategy, Service Transition (Delivery/Change/Release) and Service Operations who can utilize the **Data analytic techniques and Peoples' skills** to deliver quality solutions and services. Seeking a good opportunity in IT on a Business Analyst role to enrich organization's business growth aligned to organizational strategy.

- Technology leader with over **6 years of experience in IT/Finance sector**, with extensive experience in **Business Analysis, Data Analysis, Program / Project Management, Solution Development, Service Design, Service Strategy, Service Delivery (Change and Release Management), Service Operations** of emerging technologies in leading enterprise-class multiple technology programs and multi-million-dollar IT projects.
- A proven **Leader / Manager**, strong **articulator, and communicator** with experience in maintaining leadership relations and stakeholder engagements.
- Passionate to drive and manage project deliveries with enterprise partners through accelerated adoption and productive use of **Agile Principles with SCRUM framework** and staying focused on task in hand during complex, ambiguous situations and delivering the solutions in an efficient and timely manner.
- Worked with key focus on defining **Design for Operations and Supportability**, Service Level Requirements (**SLR**), Service Level Agreements (**SLA**) and Standard Operating Procedures (**SOP**).
- **A process evangelist**, with experience in strategizing innovative process guidelines for IT processes, systems, and styles of working, and implementing them at the ground level, guiding teams to incorporate and cope with changes
- Passionate about Data and cultivate an Analytical mindset with an inclination for solving business problems and driving **Decisions** based on **Data rather than Opinions**.
- Extensive expertise in leading **Cloud and hybrid Infrastructure, Cloud Software Design and Development, Support Operational Strategies & Optimization**.
- Ability to interpret / analyze client's business, technology and process needs, and translate them into technical solutions / user stores with an **end-to-end** service mindset.
- Having experience in **planning, architecting and designing migrations** of on-premise **ETL projects to Cloud platforms**.
- Proficient in **SQL Server** querying, administration and development for large and complex databases, and **Cloud Computing technologies**.
- Excellent people skills with experience in team-based management style coupled with the zeal to individually drive strategic visions and abstract concepts into reality
- Business domain expertise in **IT Operations, IT Services & Finance**.

### **Skills:**

Project Management: **IT Strategic Planning, Business Requirement, Documentation, Risk management/Mitigation, Mentoring, Resource Planning & Vendor Management**

Process & Tools: **SDLC, Agile, Scrum, Jenkins, KanBan Board, JIRA,**

Programming: **Confluence and GitHub**  
**C++, VisualBasic.Net, Xml and HTML**  
Operating Systems: **Windows XP, Windows 7, Windows 10**  
RDBMS: **Oracle**

### **Educational Qualification:**

- **Masters of Business Administration (General Management & Marketing)** from Birla Institute of Management Technology in **May, 2014.**
- **Bachelor of Technology (Computer Science & Engineering)** from Babu Banarasi Das National Institute of Technology & Management in **May, 2010.**

### **Work Experience:**

- Business Analyst, HDFC Bank Ltd. (From: May 2014 – Till Now)
- Software Engineer, Birlasoft Ltd. (From: Sept 2010 – June 2012)

### **Awards/Achievements:**

- Rated as Best Employee (Talent Pool) for 3 consecutive years in a row.  
**HDFC Bank Ltd.**
- Awarded for Business Excellence twice by "HDFC BANK LTD".  
**HDFC Bank Ltd.**
- Awarded for performance in Assets and Life Insurance by HDFC BANK LTD.  
**HDFC Bank Ltd.**
- Declared a Good orator and Awarded for excellence in Birlasoft for multiple talents.  
**Birlasoft India Pvt. India**

### **Certifications:**

- NISM (06/2018 – 06/2021)
- IRDA (06/2018 – 06/2021)

**Company Name – HDFC Bank Ltd (From May 2014 to Till now).**

#### **1. Project: LitmusWorld Portal | Sept-2020 to Till Now**

##### **Tools & Platform:**

GIT, JIRA, Confluence, Excel, Oracle, Jenkins and splunk.

**Role: Working as a Business Analyst for HDFC Finance**

##### **Project Description:**

LitmusWorld is the Experience Management Solution provider that helps mid to large enterprise improve customer experience to positively impact the bottom-line growth. LitmusWorld's ability to bring about absolute transparency in business process outcomes through the consumer lens.

**Role and responsibilities:**

- Liaising between Business stakeholders and IT teams, determined business objective, system and product requirements and provided technical solutions
- Leading the Discovery phase, working closely with stakeholders to understand and document the current legacy finance system and artifacts
- Performing Gap Analysis and making sure that all existing and new business requirements are captured and documented
- Analyzing and prioritizing the requirements, designing technical solutions and providing meaningful User stories for the developers to code
- Coordinating walk-throughs and sign-offs from all the stakeholders on business requirements
- Assist in Technical solution and Architecture to build a modern financial system

**2. Project: CRMNext | April-2017 to Sept 2020****Tools & Platform:**

CRMNext, GIT, JIRA, Confluence, Excel, Oracle and Jenkins.

**Role: Business Analyst****Project Description:**

CRMNEXT's banking CRM provides sales automation marketing automation, lead management and customer engagement solutions. CRMNEXT's intelligent also provides excellent opportunities of cross-selling to banks with personalized offers displayed to bank customers based on their needs across devices and channels.

**Role and responsibilities:**

- Liaised between Business stakeholders and IT teams, determined business objective, system and product requirements and provided technical solutions.
- Analyzed and prioritized the requirements, designed technical solutions, and provided meaningful User stories for the developers to code.
- Created business flow diagrams, high-level system design document, project plan, reviewing documentation and post deployment maintenance plans.
- Coordinated with Development and QA teams, allocated tasks to team members and guided them on technical challenges such as code reviews and defects.
- Led the implementation using Agile methodology, worked closely with stakeholders and make sure that all the business requirements were implemented and tested in various environments – Dev, SIT and UAT
- Strategized, improvised, and conducted Change and Release Management processes in production environment, ensuring minimal business impact
- Coordinated walk-throughs and sign-offs from all the stakeholders on business requirements and managed deployments in production.

### **3. Project: Oracle flex cube | April-2015 to April-2017**

#### **Tools & Platform:**

CRMNext, GIT, JIRA, Confluence, Excel, Oracle and Jenkins.

#### **Role: Business Analyst**

#### **Project Description:**

Oracle FLEXCUBE Universal Banking is designed to modernize a bank's core systems efficiently and transform the bank to a digital, agile, connected and efficient banking.

#### **Roles and Responsibilities:**

- Managed and Led Site Reliability Engineering (SRE), Service Engineering (SE), Development (Coding), Quality Assurance (Testing) and Operations teams in the end-to-end designing, developing, delivering, and Product Life Cycle Management.
- Collaborated with Project Sponsors, key Business Stakeholders, Software Engineers, Technical Architects, Service Engineers, Platform and Support Operation leads from project envisioning to closure phase
- Led developers, testers, and service engineers for project deliverables with key focus on Design for Operations, Service Level Requirements (SLR), Service Level Agreements (SLA), High Reliability and Availability and Zero Downtime releases
- Led various teams for IT Service Operations to strategize, manage and continuously improve for Cloud and Hybrid Infrastructure, Virtualization, Infra Telemetry / Monitoring, Security / Compliance, Infra Upgrade, Storage and Database
- Architected and led various On-premise to Cloud migrations, platform, infrastructural, software and security compliance upgrades / migrations and upgrades
- Defined Statement of Work (SOW), functional and technical specifications, architectural design for the solutions
- Developed work breakdown structure / tasks and streamlined resources, budgets, quality and vendor procurement plans
- Served as agile process facilitator (SCRUM master) to assist global and local team members to maximize work efficiency
- Documented various risks, assumptions and constraints; implemented approved actions and workarounds required to lower the impact of project risks
- Collated & brainstormed business requirements for applications to analyze:
  1. Current usage and forecasted capacity requirements and user geo-locations
  2. Performance SLAs, high-availability and BCDR agreementsand provided world class infrastructural solutions using Microsoft Azure technologies
- Focused on Data Analytics, Exploratory Data Analysis, Reporting, Process Automation, Analytics and modelling for Release and Changes, Infrastructure assets and Application telemetry
- Analyzed data and reported Sales and various KPIs and trends in Power BI

Reports/Dashboards portraying meaningful business insights and opportunities to optimize and forecast resource utilization

- Optimized data collection procedures and generated reports on a weekly, monthly, and quarterly basis
- Conducted lessons learned sessions with project stakeholders to identify strengths and improvements
- Based on the data collected provided inputs to process and coached the teams on continuously improving work processes and procedures

### **Role: Business Development Manager | May-2014 to April-2015**

#### **Roles and Responsibilities:**

- Research and identify new business opportunities - including new markets, growth areas, trends, customers, partnerships, products and services - or new ways of reaching existing markets
- Seek out the appropriate contact in an organisation
- Generate leads and cold call prospective customers
- Meet with customers/clients face to face or over the phone
- Foster and develop relationships with customers/clients
- Understand the needs of your customers and be able to respond effectively with a plan of how to meet these
- Think strategically - seeing the bigger picture and setting aims and objectives in order to develop and improve the business
- Work strategically - carrying out necessary planning in order to implement operational changes
- Draw up client contracts - depending on the size of company, this task may be completed by someone else or agreements may not be as formal
- Have a good understanding of the businesses' products or services and be able to advise others about them
- Ensure staff are on board throughout the organisation, and understand the need for change and what is required of them
- Train members of your team, arranging external training where appropriate
- Discuss promotional strategy and activities with the marketing department
- Liaise with the finance team, warehousing and logistics departments as appropriate
- Seek ways of improving the way the business operates
- Attend seminars, conferences and events where appropriate
- Keep abreast of trends and changes in the business world.

**Company Name – Birlasoft Ltd (From Sept 210 to June 2012).**

### **Project: Harley's Ville | Sept-2010 To June-2012**

#### **Tools & Platform:**

ALM, TeamViewer, Windows, .Net and Apache Web Server

### **Role: Worked as a Software Engineer**

**Project Description:**

Harleysville is a community, a resource for dependable and flexible financial solutions. It Built on a foundation of trust and committed to providing exceptional customer service and quality financial products and services.

**Role and responsibilities:**

- Provide support for the testing and QA of new and existing items under development or consideration
- Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders
- May provide support to higher level managers or serve as a team member on complex projects
- Monitors applications for any performance issues and communicates to stakeholders
- Knowledge of HP Quality Center Application Lifecycle Management (ALM)
- Contributes to the development of best practices, policies, procedures and user training
- Provide front-line, second level technical support as part of the IT Operations team to deliver exemplary customer service to clients

**Personal detail:**

Date of Birth	: 17 March 1988
Marital Status	: Married
Languages Known	: English, Hindi
Nationality	: Indian
Address	: Agra, Uttar Pradesh

**I hereby declare that the information given above is true to the best of my knowledge.**

**Place:**

**Date:**