

# GYANENDRA TIWARI

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## CAREER OBJECTIVE

As a Business Analyst, seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations. Possessing a unique combination of skills, including analysis, quality assurance testing, agile project management with experience in top-tier financial organization like ICICI Bank.

## EXPERIENCE

- **ICICI Bank Ltd** *16/01/2017 -*  
Business Analyst
  - Reviewing new products and processes to assess impact of Internet and mobile banking features.
  - Creation of BRS, Test Cases, Process notes, Release notes and Training documents of the projects.
  - Coordinating with technology and ensuring that projects are delivered as per the expectation and within the timeline.
  - Testing and providing sign-off of requirements on UAT, Staging and CUG environments and maintain quality processes. Followed by post LIVE movement analysis.
  - Conducting training sessions to all the stakeholders on the newly implemented product/process
  - Ensures business objectives are met through effective management of process improvement methodologies that help to reduce customer complaints and improve customer satisfaction
  - Assisted team to remove impediments by having an understanding the control and release processes.
  - Executes responsibilities with an understanding of the product vision, strategic objectives, and priorities.
  - Assisted with internal and external communication, improved transparency, and radiated information.
  - Built relationship with Product owner and other stake holders to facilitate team's interaction with them.
  - Helped team to solve problems rather than provide solutions.
  - Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management.

## EDUCATION

- **Manipal University, Bangalore**  
PGDB (Post Graduate Diploma in Banking)  
7 CGPA  
2017
- **RKDF Institute of Science & Technology, Bhopal**  
Bachelor of Engineering (M.E)  
7.5 CGPA  
2015

## BUSINESS SKILLS

- Tracking and review the page's traffic by using Google Analytics
- Knowledge in Agile architecture towards project execution & delivery.
- Monitor Ongoing & Pipeline projects by using JIRA Project Management Software (JIRA v7.7.1)
- Ensure adherence to industry standards of best practice. Also demonstrated commitment to keeping sensitive information confidential.

## MAJOR PROJECTS

### 1) Project Name: Instant Personal Loan

**Summary:** This feature was launched to provide a secure personal loan instantly to the customer's account in 3 seconds. It helps the customer to credit the amount in to the account instantly.

#### Features:

- End to end digital flow.
- No paper work & less time consumption.
- Instant credit into customer's account.

#### Tasks handled:

1. **Participated** in the requirement discussion with stakeholders like vendor technology teams, complaints and product team.
2. **Analyzed** the requirement and assisted in writing the preliminary scope document.
3. **Assisted** in preparation of Business Requirement and Functional Test Cases artefacts.
4. **Identified** the bugs and coordinated with technology team in fixing the bugs in UAT and Staging environments.
5. **Monitored** the compatibility testing on different operating systems and browsers.
6. **Performed** the functional testing in UAT and staging environments and provided business sign-off.

### 2) Project Name: FD Xtra

**Summary:** A suite of products for our customers, who are looking for extra benefits and extra choices! Choose from the range of products.

#### Features:

- **FD Life:** FD Life offers the benefits of returns and security of Fixed Deposit and the protection of a Life Cover.
- **FD Income :** a delightful FD, which offers regular income for a tenure of your choice
- **FD Card:** FD Card offers an instant Credit Card with Fixed Deposit (FD). With 85% of your FD amount as limit on your Credit Card, enjoy liquidity on the go for your requirements.

### 3) Project Name: Issuance of Instant Credit Card (Credit Card inAFlash)

**Summary:** Credit Card InAFlash is a fully digital and paperless credit card application process through which credit card details are displayed instantly online. Basis these details customer can do an online credit card transaction immediately.

#### **Features:**

- Select card from a range of offerings suiting customer needs
- Update few details to complete the Application process
- Generate your Credit Card on-the-fly

#### **Tasks handled:**

1. **Coordinated** with different stakeholders like Credit Card Team, Technology teams and Operations teams for finalizing the requirement.
2. **Assisted** in preparing BRS and functional Test Cases artefacts
3. **Performed** the testing in UAT and staging environments and provided sign-off

#### INTER-PERSONAL SKILLS

- Good inter-personal skills combined with willingness to listen.
- Able to work in a global, multi-cultural environment.
- Disciplined time management skills and react positively under pressure to meet tight deadlines.
- Able to work independently or as a team player.
- Maintenance of up-to-date knowledge in the appropriate technical areas.
- Enjoy challenging and thought provoking work and have a desire to learn and progress.

#### PERSONAL PROFILE

- Date of Birth : 05/02/1994
- Marital Status : Unmarried
- Nationality : Indian Known
- Languages : English, Hindi

#### DECLARATION

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date:

Place: Hyderabad

**GYANENDRA TIWARI**