



KARTHICK CHANDRAN

Senior Business Analyst

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Professional Summary

A competent and diligent professional with 6+ years of experience in Business Analysis serving the Banking, and Financial Industry. Proven expertise in areas on Client Interfacing, Requirement Gathering, User Support. Mastered the art of translating User Requirements into technical specifications and mapping the process design, workflows for SDLC with documenting. Having a unique niche in managing Business Requirements using waterfall and Agile methodology and expertise in Facilitating JAD sessions with the management, vendors, users and other stakeholders. Requirements Traceability Matrix (RTM), Data Elicits and Document Gathering, User Acceptance Testing (UAT), Data Collection, Data Analysis, and Data Interpretation form a pivotal role in the career. Recognized for developing business solutions following the definition of organizational requirements such as scope, processes, alternatives, and risk, analyze requirements and processes through document analysis, interviews, workshops, workflow analysis, GAP analysis (organizational goals and existing procedures / skill sets), designing new processes and system improvements.

Core Skills

- Business Modelling
- Business Analysis
- Gap Analysis
- Project Planning & Reporting
- Project Management
- Change Management
- Resource Management
- Risk Management
- Product Development
- Business Development
- Statistical Analysis
- Task Management
- Product Testing
- Test Management

Technical Skills

- JIIRA
- Rational Rose
- Visio
- Pencil

Career Timeline

Jul 2017 - Jul 2018

EASF BANK

Executive Management Information System

Sep 2015 - Jun 2017

IBS Software Services Pvt. Ltd.

Senior Business Analyst

Jul 2011 - Sep 2015

Cognizant Technology Solutions Ltd.

Business Analyst

Academics

2014: Post Graduate Diploma
in Business Administration

2011: Bachelor of Engineering
(Computer Science)

Personal Details

DOB:

Address: 4, Mozhoor House,
Vettikattiri. P.O, Thrissur,
Kerala, India.

Critical Areas Of Focus

BUSINESS ANALYSIS

- Develop crucial functional requirements specifications, creating detailed use cases and process flow diagrams to support functional specifications.
- Conduct meticulous Gap Analysis while successfully re-engineering key business processes to increase operational efficiency and alignment of business unit objectives, working with clients and product managers & technology team to prioritize and validate requirements.
- Writing and executing system test cases and to validate the developments. Review test scenarios and test cases, provide functional support during SIT and UAT.
- Provide walkthrough to stakeholders for functional specification and to obtain sign off.
- Coordinate with different stakeholders and provide functional support throughout the SDLC of the project.
- Work closely with customers and software development teams to provide continuous and crucial support for eliminating any gaps and help them in effectively translating business requirements to technical designs and software applications.
- Conducting detailed analysis; data and process; cross-functional flows; use cases.
- Preparing the implementation, maintenance, operations, and end-user documentation.
- Collaborate with members of the Product, Business, and Engineering Teams to develop and maintain product backlogs.
- Track, escalate and remove impediments. Report at daily Scrum of Scrum meetings.

GAP ANALYSIS

- Carrying out the Gap Analysis of the Software product.
- Preparing business cases for the gaps identified which defined strategies and potential solutions.
- Creation of a detailed road map to address gaps and new requirements.
- Creating User Stories, Wireframes and Process Flows for Consent, Subject Access Request, and Data Security Breach process.
- Conduct gap analysis using IGQ (Information Gathering Questionnaire) and RAQ (Readiness Assessment Questionnaire) to build a project plan (GANNT chart) for all deliverables to be compliant.
- Updating process flows for all business functions and carried out training and awareness sessions.

- Work with the clients to demonstrate the changes to the system to ensure all relevant business needs are addressed.
- Develop training materials and provide training in one-on-one or classroom environment.
- Manage multiple competing priorities through effective organization and communication.

PROJECT MANAGEMENT

- Coordinating with customers and delivery teams and defined requirements for project release.
- Planning projects and assessing the scope, schedule, and quality of various projects.
- Maintaining a track of project progress, evaluate it on a regular basis and inform stakeholders about the same.
- Analyzing projects and providing feedback to all team members.
- Ensuring compliance with the timelines.
- Developing the team members and their performance along with identifying and planning training requirements.
- Planning, scheduling and delivering training on policy, processes, domain, product demo and other training areas for the new team.
- Ensuring proper work distribution based on the skill set mapping of team members and coordinating with them.

Work Experience

ESAF BANK

Jul 2017 - Jul 2018

Executive Management Information System

Specific KRA'S

- Coordination with business users to define problems / business processing issues, data availability, and requirements.
- Analyze and interpret both qualitative and quantitative data.
- Documentation of processes and procedures, identification of areas for improvements.
- Provided inputs to the vision document and conducted feasibility / impact analysis.
- Responsible for the creation of possible use cases for the new onboarding application.
- Accountable for creating Stakeholder Profile and Requirements Definition Document.
- Leading SME's in the elicitation, analysis, representation, validation and sign off of Business, User, System Functional and Non-Functional Requirements.
- Facilitated JAD sessions with the SMEs & Stakeholders and collected the meeting minutes from the session and identified various action items.
- Utilizes management and planning tools (flow diagrams, gap analysis, and selection / prioritizing matrices).
- Organization of discussions with Requirement Gathering Sessions (RSG) between operations teams, technical teams, and business stakeholders on business processes and procedures.
- Maintaining wizard-driven configuration tables in the case management system.
- Lead problem solving and coordination efforts between various business units.
- Perform GAP Analysis, Workflow Analysis, Systems Analysis; creating Process Flow documents, High-Level Design documents.
- Collaborate with the team in the overall solution design to close the gap between the "As-is" and "To-be" state with requirements and change management needs.

IBS Software Services Pvt. Ltd.

Sep 2015 - Jun 2017

Senior Business Analyst

Specific KRA'S

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Support and align efforts to meet customer and business needs.
- Analyzed the meeting minutes collected in JAD sessions into requirement specification documents and categorized Functional, Non-Functional Requirements and Business Rules.
- Responsible for ensuring the testability of the requirements and develop project documents.
- Manage customer relationships and expectations by developing a communication process to keep others up-to-date on project results.
- Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during the QA process.
- Serve as a liaison between Operations and IT to assist or gather business requirements needed for system modifications, enhancement, and implementations
- Documentation of requirements, processes & artifacts in the BRDs and Use Cases.
- Supported the development and testing team on the requirement clarification, test cases, and XML design.
- Create and maintain issue logs, meeting minutes, meeting schedules, project summaries, and updates.
- Prioritizing initiatives based on sales, business needs, and requirements.
- Serving as a liaison between stakeholders and users.
- Developing and implementing end-to-end, functional, non-functional, and interface regression test cases, and working with end users to perform User Acceptance Testing.

Specific KRA'S

- Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
- Construct workflow charts, wire frames and diagrams; studying system capabilities; writing specifications.
- Responsible for communicating changing business needs and collaborating with the Solution Lead to determine the impact of these changes via the change control process.
- Created a business requirement document and high-level project plan.
- Responsible for preparing and coordinating User Acceptance testing.
- Define project requirements by identifying project milestones, phases, and elements; forming a project team; establishing a project budget.
- Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Identification of the product features / scope and documentation.
- Identifying, defining and documenting business needs and objectives, current operational procedures, problems, input and output requirements and levels of systems access after consulting with functional unit management and personnel.
- Performed test case review, an end to end testing and support User Acceptance Testing (UAT).
- Participating in user acceptance testing and undertaking the functionality testing of a new system.
- Mentoring the new joiners about the product and processes.
- Interpreting business needs of customers and translating them into the application and operational requirement with the help of strong analytical and product management skills.
- Effectively communicating your insights and plans to cross-functional team members and management.
- Gathering critical information from meetings with various stakeholders and producing useful reports.