Benita JeyaSuganthy

Senior Business Analyst

Expert in the field of Banking and Business Management with 6 years of Business analysis experience and profound knowledge in Banking Domains such as
Corporate Banking: Payments, Collections, Virtual Accounts and Liquidity Management, API Banking, UAEDDS, UAEPGS, WPS, FTS, Cheque Processing ,Billing and Pricing methods.
Retail Banking: Payments, Cards, E-Services and Deposits.
Applications : iManage VTransact,, CBX BO; FO – Intellect, Finacle 11x, Eclipse Citibank, Citibank Channels, TCS Bancs (Payment Hub), DDS Edge, Defect Management tools – HP ALM, Jira, Microsoft TFS.

Work History

2021-10 - Current

Business Analyst

SR Intelligent Technologies, Client : Commercial Bank of Dubai

- Derived conceptual designs and product integration flows from business objectives to deliver software applications according to specifications for usability, performance and functionality.
- Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
- Executed risk analysis and identified risk mitigation strategies.
- Performed gap analysis, API Analysis and outlined solutions to mitigate gaps found between application and customer needs.
- Facilitate meetings, brainstorm and develop attributes with business and technical teams to come up with requirements.
- Interacted with internal customers to understand business needs and translate into requirements and project scope.
- Improved usability of product by prioritizing customer needs and implementing changes based on collected feedback.
- Prepared SOW documents based on business needs while liaising with IT team to ensure feasibility of the product implementation

2020-12 - 2021-10

Senior Software Analyst

ValueLabs , Emirates National Bank Of Dubai

- Involved in Preparation and review of User journey, User

Contact

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Skills

Strategic planning

Quality assurance

Gap analysis

Business planning

Project Management

User Story Writing

Workflow Analysis

stories and Business Use case scenarios.

- Review of User Acceptance Test scenarios and Test cases.
- Involved in defect management and practiced Agile methodology for entire lifecycle of the project
- Ensure that defined process is followed throughout project cycle to ensure smooth completion of project.
- Involved in Reusable Asset creation of test artifacts that is time saving and cost efficient.
- Delegated responsibilities to peers and involved in multiple follow ups to ensure execution is completed on time without any deviation in stipulated timelines.
- Captured specifications, testing methods , workflow and other information for project into manuals.

2016-08 - 2020-11

Associate Business Analyst

Maveric Systems, Chennai, Client : ENBD, Bank of Bahrain & Kuwait, CitiBank

- Performed database analysis by comparing data displayed in channel and values passed via API
- Reproduced defects in UAT and documented findings.
- Led defect analysis and root-cause analysis.
- Collected data for use in software process evaluation and improvements.
- Completed regression tests of new software builds to assess performance and success of bug fixes.
- Reviewed results and produced daily reports, weekly reports for stakeholders
- Trained associates in agile methodologies and software testing principles.
- Wrote test scripts and User stories
- Handled Production Fix Testing for Payments and Cards Module in Digital Channel

Education

2012-08 - 2016-07

Bachelor of Engineering: Computer Science

Anna University - Chennai

EPGDM: Banking And Financial Support Services

Loyola Institute of Business Administration - Chennai