

# VARSHA SENTHILKUMAR

## BUSINESS ANALYST

### CONTACT

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### EDUCATION

2016 - 2020

KUMARAGURU COLLEGE  
OF TECHNOLOGY

B. TECH- TEXTILE  
TECHNOLOGY  
CGPA-8.6 / 10

### SKILLS

#### CORESKILLS:

- Requirements Gathering & Gap Analysis, Scrum.
- BRD, FRD, User Stories, Process Flows, CRM, ERP.
- Stakeholder Management & UAT, Product Management.
- SDLC, Data Analysis, MIS, Process Modeling (UML, BPMN, Use Cases).

#### TECHNICAL SKILLS:

- JIRA/Confluence
- SharePoint
- MS Visio, Lucid chart
- Excel
- SQL
- Agile/Waterfall methodologies
- Power BI.
- Java.
- Balsamiq.
- MS PowerPoint
- MS Teams/Zoom.



### PROFILE

Business Analyst with 5 years of experience in the banking domain, currently at Cognizant, specializing in requirements gathering, gap analysis, and stakeholder management. Proven expertise in Agile and Waterfall methodologies, delivering digital transformation projects that enhance customer journeys and improve operational efficiency. Adept at translating complex business needs into actionable insights, driving process improvements, and ensuring on-time, within- budget delivery. Strong communicator with cross-functional collaboration skills, recognized for attention to detail, adaptability, and problem- solving abilities.



### WORK EXPERIENCE

Cognizant NOV, 2020 - PRESENT  
BUSINESS ANALYST - Currently serving Notice Period

- Partnered with global stakeholders across US regions to gather and document business requirements for Core Banking Application. Created BRDs, FRDs, Wireframes, Functional Specifications, and User Stories, ensuring alignment with regulatory compliance, KYC/AML, and risk policies.
- Performed gap analysis, impact analysis, and process re-engineering, reducing loan approval turnaround by 15% and improving customer experience.
- Conducted data mapping and migration analysis between legacy systems and new banking applications, ensuring seamless transition.
- Partnered with Data & Reporting teams to streamline regulatory and compliance reporting, reducing manual effort by 20%.
- Maintained Requirement Traceability (RTM) using JIRA & Confluence, reducing rework, scope creep, and ensuring zero missed requirements during implementation.
- Led User Acceptance Testing (UAT) sessions with business stakeholders: prepared test cases, traceability matrices, and defect logs.
- Supported QA teams in test case validation, defect triage, and sign-off, ensuring timely defect resolution.
- Facilitated stakeholder workshops and walkthroughs with SMEs, product owners, and technology teams, enabling faster decision-making and reducing approval delays.
- Collaborated with Agile teams in Sprint Planning, Backlog Grooming, and Daily Stand-ups, ensuring on-time delivery of features with minimal defects.