
ABHIJEET KUMAR PATRO

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Summary

Dynamic Business Analyst with over 6+ years of experience in the banking sector, specializing in Cards and Payments. Proven expertise in banking products, Cards & Payment systems, and process optimization. Certified Product Owner with a strong track record in managing and delivering high-impact solutions. Skilled at leveraging industry knowledge to drive product innovation, streamline payment processes, and enhance business analysis capabilities. Committed to providing valuable insights and technical expertise to support organizational growth and efficiency.

Skills

- Business Analysis
 - Product Management
 - Agile Methodologies
 - Planning & Research
 - Team Management
 - Data Analysis
 - Microsoft Office
 - Python
 - HTML & CSS
 - SQL
 - JIRA
 - Confluence
 - Tableau
 - Data Visualization
 - CMS(Credit Management System)
 - TRAMS
 - Credit Plan Master
 - ISO20022
 - SEPA
 - SWIFT
 - Fraud Analytics
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Experience

Senior Business Analyst

12/2024 to Current

Happiest Minds

Bangalore, India

- Led business analysis for **SSRS to Microsoft Fabric & Power BI reporting migration**, translating legacy report logic into modern semantic models and dashboards.
- Collaborated with stakeholders to define **business metrics, data mappings, filters, and reporting transformations** across Client Admin and Investment reporting suites.
- Prepared **BRDs, functional documentation, KPI definitions, and report logic decomposition**, enabling smooth alignment between business users, data engineers, and platform teams.
- Participated in **proposal development, client solutioning, and capability articulation** for BFSI-focused transformation programs.

Business Analyst-Senior Associate

09/2022 to 06/2023

The MathCompany

Bengaluru, India

- Worked as a key member of the product team supporting **Co.dx (Advanced Business Intelligence Low-Code Platform)**, enabling enterprises to accelerate decision intelligence through analytics-led applications.
- Led requirement gathering, stakeholder workshops, and solution articulation for **banking and financial services analytics use cases**, translating business needs into platform-ready functional workflows.
- Contributed to development of **domain-aligned analytical solutions and reusable accelerators** across risk, operations, and reporting use cases.
- Partnered with data engineers, visualization teams, and product stakeholders to define **semantic logic, KPIs, and business transformation narratives** for enterprise dashboards.
- Supported solution design for **low-code analytics applications**, enabling faster deployment of decision intelligence use cases across BFSI clients.

- Prepared structured documentation including **BRDs, functional specifications, metric definitions, and workflow decomposition** to streamline delivery execution.

Business Analyst- Senior Analyst
FIS Global

04/2021 to 09/2022
Chennai, India

As an Analyst for SecurLOCK Equip, a retail banking fraud management product, I oversaw the entire project life cycle, from inception to completion. This involved coordinating with cross-functional teams, including Development and Testing, ensuring seamless implementation of project objectives.

- Coordinated Development and Testing teams to ensure seamless project execution aligned with objectives.
- Implemented agile processes to streamline project workflows, resulting in a notable 25% reduction in project overheads and a 15% increase in project throughput.
- Assisted customers with product inquiries by providing information on features and benefits of fraud and credit risk mitigation.
- Collaborated closely with product and engineering teams to identify areas for product enhancement based on customer feedback, ensuring continuous improvement.
- Enhanced project efficiency and customer satisfaction through targeted improvements, resulting in measurable gains in project outcomes and customer engagement.

Business Analyst- Software Engineer
Hexaware Technologies

02/2018 to 11/2020
Chennai, India

As a Business Analyst at CITI bank Global, I led initiatives within the Commercial Cards-Payments domain, focusing on optimizing the Card Life Cycle, VisionPlus System, Enhancing Credit Card management, and integrating payment functionalities into the Citi Manager application.

- Collaborated cross-functionally to prioritize product features, aligning with customer needs and business objectives, ensuring maximum value delivery.
- Applied practical knowledge of KYC data collection procedures to enhance customer onboarding processes and ensure regulatory compliance.
- Developed and maintained functional and regression tests to uphold product quality standards, enhancing user satisfaction and reliability.
- Orchestrated user acceptance testing(UAT) sessions to validate product functionality and gather actionable feedback for continuous improvement.
- Executed enhancements in CitiManager that improved user experience.
- Spearheaded the development of statistical analysis models in the Advanced Fraud Early Warning System contributing to proactive fraud mitigation strategies.
- Established robust regression testing procedures, ensuring consistent product quality and reliability with each software release.

Education and Training

Bachelor of Technology: Electrical & Electronics Engineering
National Institute of Science And Technology

06/2017
Berhampur

Certifications

- Certified Scrum Master (CSM)
- Certified Scrum Product Owner(CSPO)
- PG in Data Analytics