

AKSHAYA CHHABAN TONDE

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PROFESSIONAL SUMMARY

Senior IT Business Analyst with 5+ years of experience translating complex business requirements into scalable, compliant technology solutions across finance, banking, and enterprise domains. Proven track record in requirements elicitation, gap analysis, BRD/FRD authoring, and UAT leadership, with strong command of Agile/Scrum ceremonies and backlog management. Holds PMP, CSPO, and CSM certifications; experienced with AI-assisted requirement workflows. Recognized for driving measurable outcomes including a 2-month reduction in time-to-market and a 40% decrease in manual reporting effort through incremental delivery strategies, vertical slicing methodologies.

TECHNICAL SKILLS

Requirements & Analysis: Requirements Elicitation, Business Requirements Document (BRD), Functional Requirements, Gap Analysis, Process Mapping, BPMN, User Stories, Acceptance Criteria, Impact Analysis

Methodologies: Agile (Scrum, Kanban), Sprint Planning, Backlog Grooming, Waterfall, SAgE, UAT Planning & Execution, Change Management

Tools & Platforms: JIRA, Confluence, ALM, SharePoint, Miro, Visio, MS PowerPoint, Excel (Pivots, VBA), ServiceNow (basic)

Data & Reporting: Power BI (Dashboard Development, DAX), SQL, Tableau, KPI Tracking, Operational Metrics, Data Visualization

Programming & Tech: Java, Python, PostgreSQL, MongoDB, AWS, Git, Selenium, REST Assured, TestNG, Cucumber, Salesforce (basic)

PROFESSIONAL EXPERIENCE

Business Analyst | Gemini Solutions, USA (Remote) | July 2024 – Present

- Led end-to-end requirements elicitation and documentation for contact center and omnichannel transformation initiatives, producing detailed BRDs and functional specifications that ensured alignment with enterprise architecture and compliance standards.
- Conducted cost/benefit analysis and collaborated with technical leads to assess the business impact of system enhancements.
- Developed and maintained 6+ Power BI dashboards and SQL-based reports, providing leadership with real-time visibility into operational efficiency metrics, service delivery KPIs, and resource utilization trends.
- Facilitated Agile ceremonies including backlog grooming, sprint planning, and retrospectives; authored and maintained 80+ user stories and acceptance criteria in JIRA/Confluence to ensure development traceability.
- Partnered with QA teams to design UAT test plans, coordinate end-user testing sessions, and validate that delivered features met business requirements before production rollout, reducing post-deployment defects by around 18-20%.
- Created comprehensive training materials, process workflows, and user guides to support change management efforts.

Software Engineer (SDET / Business Analyst) | Citibank, Dublin | May 2023 – August 2023

- Translated complex business requirements into functional specifications and test scenarios, collaborating with global Java and PostgreSQL development teams to implement compliant, scalable solutions aligned with regulatory standards.
- Introduced automated reporting dashboards using SQL and Tableau, replacing manual data compilation processes and reducing reporting effort by approximately 40%, enabling faster executive decision-making cycles.
- Coordinated requirements gathering and impact analysis across stakeholder groups including Sales, HR, and Operations.
- Participated in Agile sprint planning and retrospectives, contributing to backlog refinement, development and testing activities.
- Engaged in structured defect triage and root cause analysis, working closely with developers to resolve design and reliability issues quickly, improving overall system stability and reducing resolution cycle time.

Senior Analyst | Principal Global Services, Pune | June 2018 – December 2021

- Supported full-cycle requirements gathering, business process documentation, and workflow mapping for insurance and financial product systems, translating stakeholder inputs into clear BRDs & process models used by onshore and offshore development teams.
- Led UAT coordination for 5+ enterprise applications, designing test scripts, tracking execution progress, managing defect logs, and providing structured feedback to development teams to ensure business readiness before each release.
- Maintained 10+ Excel and Power BI dashboards to track project health, milestone timelines, risk registers & resource allocation.
- Acted as the primary liaison between business stakeholders and offshore development teams, for measurable reduction in rework cycles across delivery sprints.
- Contributed to defect triage and prioritization efforts, resulting in a 30% reduction in average defect resolution time by establishing a structured reporting cadence and clear escalation protocols.

Software Engineer | Tech Mahindra, Pune | October 2015 – June 2018

- Evolved from an automation QA engineering role into a technical business analyst function, gathering and documenting business requirements, creating UI mockups, and supporting product teams in defining scope and acceptance criteria.
- Implemented a vertical slicing strategy and incremental delivery approach for a high-priority feature, reducing overall time-to-market by approximately 2 months and enabling earlier stakeholder feedback and value realization.
- Created end-user training materials and process documentation for new feature releases, improving adoption rates across client teams and reducing support ticket volume in the weeks following deployment.

EDUCATION

M.S. in Information Systems | California State University, Long Beach | May 2025

MSc Information Systems with Computing | Dublin Business School, Ireland | January 2023

B.E. in Computer Science | Savitribai Phule Pune University | June 2015

CERTIFICATIONS

Project Management Professional (PMP) – Project Management Institute | Certified Scrum Product Owner (CSPO) – Scrum Alliance | Certified Scrum Master (CSM) – Scrum Alliance | IBM Team Essentials AI Practitioner