

# ASHWINKUMAR D BASARI

Lead Business Analyst · Banking Transformation · Agile Professional

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## PROFESSIONAL SUMMARY

Results-driven Lead Business Analyst with 17+ years of progressive experience in Banking & Financial Services transformation. Proven track record delivering complex core banking implementations, digital onboarding platforms, and CRM transformation programs at HSBC, FIS, Wipro, and LTIMindtree. Certified Agile Scrum Master and PMP with hands-on expertise in FIS Profile 7.4, Microsoft Dynamics CRM, REST API integration, and end-to-end UAT governance. Consistently chosen to lead high-stakes programs with global stakeholder exposure across APAC, MENA, UK, and US.

## CAREER HIGHLIGHTS

- Led FIS Profile 7.4 core banking go-live for FINO Payments Bank — serving 5M+ customers, 20K+ staff across 1,000+ branches (Jul 2018)
- Spearheaded HSBC Voice ID remediation (Nuance → Microsoft Gatekeeper) — global program with APAC, MENA & UK stakeholders
- Delivered digital customer onboarding (World Class Account Opening) for HSBC Singapore, processing 100K+ accounts annually
- Designed REST API integration and SFTP automation frameworks adopted across the FIS PSS Umbrella platform
- Managed UAT coordination across 15 business units for HSBC Microsoft Dynamics CRM transformation
- Mentored 25+ junior BAs; created governance frameworks adopted across 200+ projects at LTIMindtree

## CORE COMPETENCIES

▶ <b>Business Analysis</b>	▶ <b>Core Banking Systems</b>	▶ <b>Agile / Scrum Master</b>	▶ <b>REST API Integration</b>
Requirements & BRD/FSD	FIS Profile 7.4	Sprint & Release Planning	JIRA / Azure DevOps
Gap & Impact Analysis	Retail & Payments Banking	Backlog Management	MS Dynamics CRM
User Story Mapping	Digital Onboarding	UAT Coordination	SQL / Linux
Process Documentation	CRM Platforms	Stakeholder Management	AWS Cloud

## PROFESSIONAL EXPERIENCE

### Lead Business Analyst

May 2023 – Present

HSBC (HSBC Electronic Data Processing India / HSBC Software Development India) · Pune, India

- Leading Voice ID Remediation program — migrating global Voice authentication from Nuance Security Suite to Microsoft Gatekeeper; coordinating with APAC, MENA & UK stakeholders.
- Delivered World Class Account Opening (WCO) for HSBC Singapore — digital deposit account onboarding, standardising end-to-end BA artefacts and driving UAT sign-off.
- Led BA workstream for India DIY Webform Platform, My Workspace (MWS) account servicing app, and Microsoft Dynamics CRM Transformation (15+ business units).
- Drove Sales Process & Incentives Program — backlog ownership, sprint governance, and stakeholder alignment across cross-functional Agile teams.

### Specialist — Program Management Office (BA & Scrum Master)

Mar 2022 – May 2023

LTIMindtree (L&T Infotech) · Navi Mumbai, India

- Dual role as Business Analyst and Scrum Master for EY Service Quality Management Application — ran ceremonies, owned backlog, managed stakeholder governance.
- Implemented RAID log protocols and Information Radiator dashboards adopted across 200+ projects.

### Senior Lead Analyst — Business Analysis

Jul 2020 – Mar 2021

Fidelity Information Services (FIS) · Bangalore, India

- Led BRD & FSD review and validation for multiple banking clients on FIS PSS Umbrella core banking platform; mentored new joiners from onboarding to delivery-ready in under 4 weeks.

### Principal Consultant — Senior Business Analyst

Jan 2020 – Jun 2020

Wipro · Bangalore, India (Client: MUFG Union Bank, CA, USA)

- Engaged as Principal Consultant for MUFG Union Bank Core Banking Transformation — requirements gathering, process mapping, and cross-functional solution alignment for US banking operations.

## Senior Business Analyst

Feb 2016 – Jan 2020

FIS Payment Solutions (payroll) / Trigent Software (contractor) · Mumbai (Client: FINO Payments Bank)

- Core contributor to FINO Payments Bank implementation on FIS Profile 7.4 — Customer Service, Administration, and Teller modules from inception to production go-live (Jul 2018).
- Coordinated REST API integration for FINO's UI and automated Admin configuration via SFTP; conducted gap analysis, UAT coordination, and post-go-live production support for 5M+ customers.

## Associate Business Analyst

Jun 2013 – Oct 2015

XL Dynamics India · Navi Mumbai (Client: Sun West Mortgage Company, USA)

- Business and investor reporting analysis for US mortgage servicing — SunSoft (Reverse Loans) and McDonald (Forward Loans); generated and validated regulatory reports with exception resolution.

## Senior Executive — Insurance Analyst

Jun 2010 – Nov 2012

Capita India · Mumbai (Clients: Royal London Life Insurance & Phoenix Life, UK)

- Supported UK life insurance and annuity operations; implemented process improvements that reduced TAT and enhanced SLA adherence.

## Executive Underwriting Analyst → Trainee Non-Medical Underwriting Analyst

Future Generali India Life Insurance (Jan 2009–Nov 2009) | Reliance Life Insurance (Aug 2007–Jan 2009) · Mumbai

- Risk assessment and policy issuance in life insurance underwriting; ensured compliance with underwriting guidelines and TAT standards.

## EDUCATION & CERTIFICATIONS

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### ACADEMIC

**Masters in Financial Management**, Mumbai University — *First Class — Felicitated for Best Performance* 2012

**Bachelor in Banking & Insurance (BBI)**, Mumbai University — *First Class* 2007

### CERTIFICATIONS

**Agile Scrum Master (ASM)** · Simplilearn Dec 2021 · 30 PDU hrs

**Project Management Professional (PMP)** · Simplilearn Nov 2022 · 35 PDU hrs

**AWS Cloud Accreditations** · AWS Partner Program *Cloud Economics, Business & Technical*