



# Vivek Agarwal

## PRODUCT MANAGER

📍 Bangalore, India

📞 (91)900-822-2664

✉️ [vivek.bcrec@gmail.com](mailto:vivek.bcrec@gmail.com)

### SUMMARY

- Currently working as **Business Analyst / Associate Product Manager** with **CustomerXPs Software Pvt. Ltd**
- **2.5 Years** of work experience with **Wipro Technologies**, Bangalore, India as **Business Analyst** in **Banking and Financial Services and Insurance Domain (BFSI)**.
- **3 Years** of work experience with **Accenture Services Private Ltd**, Bangalore, India as **SAP Consultant**
- Possess great analysis and problem solving abilities and have provided innovative solutions to business problems
- Good understanding of commercial and business issues, a strong technical background, and excellent written and verbal communications.
- Ability to fulfill a variety of different roles within the teams and provide an effective interface between business and technical functions.

### EDUCATION

**Post Graduate Diploma in Management (PGDM)** Full-Time from Lal Bahadur Shastri Institute of Management, New Delhi (2010-12)

**Bachelors in Technology (B.Tech)** Full-Time from Dr. B.C. Roy Engineering College, Durgapur (2003-07)

### EXPERIENCE

#### **Business Analyst / Associate Product Manager**, CustomerXPs, Bangalore

Jan 2015 – Present

- ✓ Capture the functional requirements and facilitate and manage the development priorities with key stakeholders and customers.
- ✓ Working on Financial Crime Management, Anti-Money Laundering (AML), On-boarding KYC, CDD, solutions for Banks.
- ✓ Conceptualise the solution for Loan Early Warning Signal, Intraday Liquidity Management and Risky Accounting Entries for Banks.
- ✓ Knowledge of various banking channels, including Core Banking, Cards, Internet Banking, Mobile Banking, Wallet, Payment Gateways, etc.
- ✓ Lead the South-East Asian market for the company, Market Research, identifying opportunities, working with many prospective clients, presentation and final negotiations.
- ✓ Work closely with customers, prospects, partners and the sales and account management team to convert ideas to saleable innovative propositions.
- ✓ Giving product presentation and demos; Responding to RPF, RFI and preparing of Commercial Proposal
- ✓ Responsible for CustomerXPs to be selected as a part of a Catalyst Program by two large European banks, and getting our product implemented for one of their processes; saving significant time and effort.

#### **Business Analyst**, Wipro Technologies, Bangalore

June 2012 – Dec 2014

- ✓ Worked with some of the Major Banks, operating in different geographies across the globe in a direct customer facing role.
- ✓ Requirement Gathering, Eliciting, Analysis, Sign-off, Translating and Simplifying.
- ✓ Preparing documents including Business Requirement Document (BRD), Use Cases, User Manual (SOP), RFI, Traceability Matrix, Gap Analysis, Wireframes, etc. Knowledge of Unified Modelling Language(UML)
- ✓ Product owner for the Online Banking and Mobile Banking Application for one of the Top 5 US Banks.
- ✓ Awarded BU-Instant Karma: Walk of Fame is a premier league of Awards to recognize the significant contribution made to the Business Unit in the Q3 FY2014-15.

#### **SAP Consultant**, Accenture, Bangalore

June 2007 – May 2010

- ✓ 7 successful implementation of SAP ERP for 4 different clients.
- ✓ Strong knowledge of the SAP ABAP programming language
- ✓ Worked on Sales & Distribution (SD) and Material Management (MM) module of SAP.
- ✓ Module lead for Supply Chain Management module of the project
- ✓ Awarded the ASE Achievers award for the outstanding performance in the organization; along with a cash prize of Rs. 30,000

### SKILLS

Product Management, Business Analysis, SDLC Methodologies and Project Management. Sales and Pre-Sales.

Enterprise Solutions & ERP (SAP)

Power BI, Tableau, Jaspersoft, SPSS, JIRA. MS Office – Word, Excel, Power Point, Visio.

Rational Rose, SQL.