



Jyoti Singh

Business Analyst with an in-depth experience in implementing Change Management processes and Transformation Projects.

📍 London, UK

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Languages

English (Fluent)

About

Business Analyst with an in-depth experience in designing and implementing Change Management processes and Transformation Projects for some of the world's leading financial organizations like HSBC, American Express, DBS. Specializing in requirements elicitation, business process design and standardization through workshops with cross-functional teams including senior stakeholders, with a passion for Indian vintage arts having built a social enterprise from grounds up working to preserve vintage Indian embroideries and weaves. Seeking to join in a role where I can contribute effectively leveraging my experience and knowledge.

BRANDS WORKED WITH

- American Express Technologies
- Collinson Group
- HSBC Global Finance Centre
- IBM India Pvt. Ltd.
- Rang Riwaaz Creations
- Xansa India Ltd

Experience

● Business Analyst

Collinson Group | Jun 2022 - Oct 2022

Designing process for IFRS-17 implementation driven organizational changes spanning across Credit Control Requirements for accounting of Premium, Earnings and Remittance for Collinson Policies sold by third party Travel Insurance sellers. Business Process Design for automation of Premium Bordereaux for sub-ledger -and general ledger IFRS-17 reporting of Travel Insurance policies sold by third party Travel Insurance sellers.

● Founder & Managing Director

Rang Riwaaz Creations | Jan 2016 - May 2022

Setting up a self-sustaining enterprise creating organization roadmap and strategy which now runs in a self-sustained mode supporting 17-20 migrant workers, artisans including women workers, designers and digital marketing SMEs. Creating associations with various organizations working on revival of Vintage Crafts in India, to ensure continuation of work and support for artisans getting associated with the organization. Overall strategic management along with cash flow operations management.

● Manager - Finance Systems Projects

HSBC Global Finance Centre | Jun 2010 - Dec 2015

Head of MI Change Forum – Supervised and organized the Monthly MI Change Management forum for approval of change request emanating from HSBC Business and Functional Leads impacting GFC MI Report Production team comprising of off-shore MI activities circa 20000 activities, with sign-off from Business Heads, Operation Teams and Finance Systems. Global MI Change Governance Process – Established the Governance process for MI Change Management by defining approval and escalation Metrics. Set-up the Global Change Management teams by defining roles 7 responsibilities and hiring the candidates. Finance Transformation Program - Revised Process on-boarding for Operations teams with development and delivery workshops and communications. Chart of Account Alignment – Accounting Standard and Financial Contoller Change Management process to ensure alignment of various global charts of accounts followed in HSBC for External Reporting, MI Reporting and operational accounting. Global Accounting Schematics Implementation – Implementation of IFRS compliant accounting for sub-ledger migration, analyzing system interfaces and site reporting requirements. General Ledger Implementation – Support for UAT, Historical Data Conversion and Parallel Run. Source System Conversion – Analyze and Design GL interface for HSBC Credit Cards and Accounts Payables Systems HSBC Universal Banking System. People Management Managing a team of 8 Finance professionals for Change Management Process providing functional oversight and People Management.

- **Senior Business Analyst**

American Express Technologies | Feb 2007 - Jun 2010

Oracle Sub-ledger Implementation – Legacy ERP platform migration to Oracle E-biz suite and business process re-engineering for Accounts Payables and Employee Payables Systems. The program was rolled out in phased manners across Geographies, based on Business Users, regulatory requirements. Global Advertising Brand Management Automation – Process reengineering and integration of the budgeting and procurement tool used by GABM, to enable automated budgeting, procurement and year-end accrual process. Ameriprise Bank Separation – Impact Assessment and process design for the impacted regions with Ameriprise Bank Separation. Legacy ERP System SME – BAU Changes impact assessment and implementation with Business User sign-off working with third party vendor teams providing technical support for system enhancements and Live System Support. People Management Third Party vendor resources engagement and functional management spanning across organizations like Oracle, IBM, Deloitte, Syntel and Satyam.

- **Senior Programmer Analyst**

IBM India Pvt. Ltd. | Mar 2006 - Feb 2007

KRSP Enhancements – Credit and Debit Cards System for Development Bank of Singapore. Acting as SME and System Analyst for regular enhancement and compliance projects like PIN Verification Enhancements, Spending Limit Zero updates for Un-embossed Master Cards, Automated Blocking of Debit Cards etc. Legacy System Analysis for Finacle Implementations - Analysis of legacy systems to be decommissioned with introduction of Finacle and preparation of Systems Impact Assessment documents for Current Accounts, Saving accounts, Fixed Deposits and Provident funds accounts. People Management Functional management of 3 Analysts Programmers

- **Programmer Analyst**

Xansa India Ltd | Jul 2003 - Mar 2006

MasterCard and Visa Card scheme Changes – Ongoing Half Yearly Enhancements of the Credit Card System to comply with the regulatory Card Scheme changes for Visa and Master Card Bank of Scotland Disengagement - Enhancement of the Transaction Clearing Module to disallow any transactions coming from Bank of Scotland on Barclay Cards through various Merchant Networks JCB Chip-PIN Enhancements – System Enhancements to accept Chip-PIN enabled transactions from Barclaycards' JCB Cards People Management None