| **SHAILESH DUSA**  **Project Manager**  An ardent analyst with expertise in evaluating business processes for improvements and experienced project manager in taking product/feature initiatives to develop a timeline based on any potential constraints related to resources, risks, or scope. | | | |  | **+91- 9987279482** | | --- | --- | | **shailesh.dusa@gmail.com** | | | | |
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| **CORE COMPETENCIES**   | **Business Analysis**  **Project Management**  **Business Operations**  **Requirement Gathering**  **BRD Preparation/Review**  **UAT Testing**  **Predictive Modelling**  **Go-Live Support**  **Data Modelling**  **Operations Management**  **Management Information System**  **Risk Management**  **Team Management**  **Requirement Analysis**  **Software Development Life Cycle**  **Customer Relationship Management**  **Vendor Co-ordination** | | --- |   **EDUCATION**  **B.Com. from Mumbai University, Mumbai in 2007**  **CERTIFICATIONS**  **ISTQB (Foundation Level) Certification in 2020**    **Business Analysis Fundamentals (Online Course) in 2020**  **PMI-PMP Certification in 2023**    **DOMAIN**  **Life Insurance**  **IT SKILLS**  **Microsoft Office & Internet Applications**  **SOFT SKILLS**  **Enthusiastic Team Leader**  **Excellent Communicator**  **Planner**  **Thinker**  **Analytical**  **PERSONAL DETAILS**  **Date of Birth**: 17th March, 1985  **Permanent Address**: Kamalakant Pandey Chawl No. 1/17, Gaodevi Road, Ghatkopar (West). Mumbai – 400 086  **Current Address**: Room No 4/2, Jokim, Near Aniket Hospital, Indira Gandhi Nagar, Kanjur Marg (East).  Mumbai – 400 042  **Languages Known**: English, Hindi,  Marathi & Telugu |  | | **PROFILE SUMMARY** |  |  |  | | --- | --- | --- | --- |  * **Competent Professional with 14 years of experience in Business Analysis, Project Management** & development of the technology stack that enables data exploration and analysis including: data architecture, tagging & operational processes * Performed quantitative analysis to evaluate multiple alternatives to generate insights and derive recommendations to improve testing * Gained understanding of user’s requirements/enhancements to systems & mapping / translating them into functional specifications * Applying quantitative analysis, data mining, and the presentation of data to guide and steer the team's efforts to convey key product trends and opportunities * Simulated, designed, developed & deployed computationally complex and practical data; built and delivered comprehensive data strategy roadmaps; ensured final deliverables were of the highest quality * Experienced in all project phases using Waterfall, Agile and V-Model Methodologies * Ensured that the project delivery team structure was adequate and enforced compliance, best practices, approach & direction for the technical aspects of the organization's practice; provided technical guidance to fellow team members  | **TECHNICAL SKILLS** |  | | --- | --- |  | **Business Analysis** | Requirements Elicitation, Requirement Analysis,  Suggestions, Handling Production Issues & Functional Testing | | --- | --- | | **Communication Skills** | Liaised between business user and IT to drive the resolutions on defects, change requests or new functionality | | **Documentation** | Business Requirement Document (BRD), Test Scenarios, Test Cases, User Manuals and MOM | | **Core System** | Life Asia | | **Defect Log Tool** | Jira | | **Front End/ Peripheral Systems** | Dynamics CRM, Insurance One, BPM, PS Connect, Pay Connect, Customer Portal, E-commerce platform (website and portals) |  | **WORK EXPERIENCE** |  |  |  | | --- | --- | --- | --- |   **Since May’22 DXC Technology, Mumbai (Role – Project Manager)**  **Feb’20-Apr’22 AQM Technologies, Mumbai (Role - Business Analyst)**  **Aug’08-Jan’20 Kotak Mahindra Old Mutual Life Insurance Ltd as Manager (Role - Business Analyst)**  **Growth Path**  **Executive**  **Assistant Manager (Role –Business Analyst)**  **Manager (Role –Business Analyst)**  **Key Result Areas:**   * Simulated, designed, developed & deployed computationally complex and practical data; built and delivered comprehensive data strategy roadmaps; ensured final deliverables were of the highest quality * Conducting meeting with the user’s to understand their requirements and preparing detailed BRD for the same for Products and New Enhancement * Conducting full lifecycle analysis including data gathering and cleansing, deep dive advanced statistical analysis/modeling and recommendations to optimize performance * Mapping client’s requirements, performing system analysis and finalization of technical / functional specifications and high level design documents for the project * Playing a key role as subject matter experts on current processes, pain areas and requirements * Presenting various suggestions to user on the basis of analysis that saves cost for the company * Preparation of Test Scenarios and Test Cases * Liaising with IT for development and testing the developed system that is conforming to Quality, Cost and Time * Ensuring continuous reviewing / monitoring to ensure timely completion of the project * Coordinating with user during User Acceptance Testing (UAT) phase and arranging for final signoff * Leading end to end tracking of proposal form right from scanning; data entry; verification; cheque clearance; underwriting till conversion and dispatch * Mentoring a team of 15 on roll and 5 off roll employees, KRA’s Review, Performance feedback, Product and process knowledge, quality and training * Analyzing the business requirement, documenting the business process by identifying the requirements and also involved in finding the system requirements, analysis, testing and implementation of new releases and applications * Monitoring “Business Requirement Documents” & “Change Requests” based on the system feasibility on respective application as per business requirement * Ensuring timely escalation to Senior Management regarding issues impact business and providing possible solutions to address the concerns * Adhering to all IRDAI, statutory, compliance, internal & process audits * Resolving all minor alteration activities like Name, Nominee, DOB, Mode, Address change & Issuance of Duplicate policy in Life Asia * Checking the project deliverables for quality and schedule and ensuring the receipt of necessary approvals / sign- offs from the concerned stakeholders   **Major Projects Managed**  **In DXC Technology as Business Analyst**  **Client: HDFC Life Insurance Co. Ltd**  **Project Title:** No charge deduction in Discontinuance fund for ULIP policies  **Description:** No servicing charges are to be deducted from Discontinuance Fund. Before this project servicing charges were getting deducted when certain transactions processed on Discontinuance, Discontinue Expiry and Discontinue Surrender statuses.  **Project Title**: Cancer cover claim functionality  **Description**: Implement Cancer cover rider coverage claim functionality across multiple products.  **Project Title**: Consolidated TDS deductions on the annuity amount received from annuity products.  **Description**: Implement TDS deductions functionality on the basis of slab wise annual income band & also considering availability of PAN criteria. This income is the annuity received on across multiple annuity products.  **Product Set Ups across multiple functions.**  **In AQM Technologies as Business Analyst**  **Client: Solidarity Insurance**  **Project Title:** Solidarity Core System  **Description**: Conducted the product configuration & implementation in TCS BaNCS Core application, perform End to End testing in TCS BaNCS Core application along with integration with finance module (MSD 365)  **In AQM Technologies – Business Analyst**  **Client – Edelweiss Tokio Life Insurance**  **Project Title**: Adobe Experience Manager (AEM)  **Description**: Steered web-service integration from core-system to peripheral system like BPM, perform testing on websites & mobile apps to deliver digital experiences for customers that build brand loyalty and drive demand.    **Project Title**: **Customer Portal**  **Description**: Presented a secure place for customers to manage and review documents & policies, invoices, place an order and allow customers to arrange online payments. Improve access to invoices and quotes and perform testing of portal.  **Project Title**: **Microsoft Dynamics CRM**  **Description**: Conducted the enhancement of CRM system, which help management to manage and maintain customer relationships, track sales lead, marketing, pipleline and deliver actionable data and perform testing of CRM  **In Kotak Mahindra Old Mutual Life Insurance Ltd. as Manager (Role – Business Analyst)**  **Project Title**: Think Green Setup  **Description**: Led the management of Think Green consents of clients in Insurance One system and provides soft copy of letters instead of hard copy to protect environment.  **Project Title**: Dedupe Project  **Description**: Identified same client having different policies with different client Ids and provide them one client Id at Kotak Group level.  **Project Title**: Dual Data Entry Project  **Description**: Maker checker concept developed for data entry at new business level.  **Project Title**: Customer Bank Account Details  **Description**: Developed functionality in Pay Connect system, which provides customer bank account details at client id level to drive direct credit percentage.  **Project Title**: New Product Testing  **Description**: Conducted product testing including Eligibility, Policy Servicing and Charges in Life Asia  **Project Title**: System Enhancement for Aadhaar & PAN  **Description**: As Aadhaar/PAN becomes mandatory, various changes has undertaken in systems by categorizing processes on the basis of financial and non-financial.  **Project Title**: Automation of Letters & SMS  **Description**: Automation of various service related letters & SMS  **Project Title**: Automation of Various Reports  **Description**: Worked on various reports i.e. STP Failure Report and Auto Conversion report | |