AKANKSHA SAINI, CSM®

+91 8527 11 03 07| akankshasaini@outlook.com

OBJECTIVE

To work with an organization offering a responsible, challenging and creative work profile where my knowledge and skills can be utilized effectively and efficiently for attaining the organizational goals.

EXPERIENCE

Certified Scrum Master(CSM) with a total experience of 8 years and 2 months

Bajaj Finserv Health Limited

Senior Manager-PMO | November 2019 – Present

- Design and implementation of complete Sales Process on Salesforce Platform. The complete business runs on this Process. Closely associated with other services via Restful APIs.

- Design and implementation of Service Process on Salesforce Platform. All service requests and queries are handled through this system.

Bajaj Finance Limited

Manager (PMO) | April 2017 – October 2019

- Automation of Professional Loans. New process was successfully able to bag 50 crore worth of business every month. Loan disbursement rate to customer increased significantly.

- Design and Implementation of a new financial instrument: "Bajaj Future Group Co-Brand Card"- worked on 10+ real time API modules.

Authbridge Research Services

Business Analyst | July 2016 – March 2017

- Worked on internal project for invoice management system.

- Upgrading Criminal Verification System: Feature re-engineering, process re-designing.

Newgen Software Technologies

Intern | February 2013 – April 2013

- Worked under CTO to design "Gartner Business Value Model" which enabled company to be displayed in "Niche" segment of BPM companies.

Business Analyst | May 2013 – April 2016

- Centralization of Account Receivables and Account Payables Process at Essel group.

- Design and delivery of a new product known as "Underwriting Management system" for insurance companies.

- Provided consultancy to Max Bupa Health Insurance with respect to New Business & Renewal along with Claims settlement process.

- Centralization of Account Payables Process at Larsen & Toubro.

SKILLS & HIGHLIGHTS

Domain:
Insurance
Lending

Technical:
SQL
Core Java

Project Management:
Azure Devops, MS Project, Jira, MS Visio and Software Design Approaches

Documentation:
User Stories, SOW, SRS, FSD, Process Flows, Requirement Traceability Matrices, Test Cases (UAT).

Systems:
Salesforce
Omni Flow,SAP FICO

AWARDS AND ACKNOWLEDGEMENTS

- Winner of "Striker" Award at Bajaj Finance Limited

- Winner of "Excellence Award" at Newgen for "Essel Group SEC Implementation"

- Max Bupa was awarded "Model Insurer of the Year" for New Business and Renewal Process