**SIDDHARTH SUD**

**MBA (Insurance), Licentiate (III)**

**Mobile:** +91 – 9717001157 **E-mail:** siddharthsud@ymail.com

**EXECUTIVE SUMMARY**

**Analytical & versatile Insurance professional with 6 years experience in Application Testing, Business Analysis, Quality Assurance & Risk Management in the Insurance industry**

* Domain knowledge base of Insurance (Health, Life & General Insurance)
* Skilled in Requirement Analysis, Application Testing (UAT), Product Specification development, System Testing and Business Process Mapping
* Experience in Risk Management, BCP, Six Sigma and ISO Quality Standards
* Strong Communication & Interpersonal Skills with proven liaising abilities

**EDUCATION**

**MBA –** *Insurance*  **Amity University, Noida (2006 -2008)**

**Bachelors –** *Media & Communications* **IASE, Rajasthan (2002-2005)**

**Higher National Diploma –** *Media & Journalism* **Edexcel, United Kingdom (2002-2004)**

**CAREER**

***DHFL Pramerica Life Insurance Company Gurgaon***

***Deputy Manager – Business Solutions Group*** *(November 2013 – Present)*

Part of Business Solutions team in the Information Technology vertical at the company’s Head Office, working as a Functional SPOC / Analyst on **TCS BaNCS** for New Business, Underwriting, Products and Operations functions.

* **Business Analysis** – Principal activities include:
  + SPOC for identifying and analyze system defects/bugs for New Business and Underwriting providing functional inputs to development team
  + Identifying gaps for improvement in the affected functionalities
  + Liaising with business users to assess pain areas and prioritize requirements
  + Validating code fixes for production issues and making them deployment ready
  + Feasibility analysis and Cost-benefit analysis for system enhancements and other Change Requests and log maintenance of all such activities
* **Application Testing** – UAT Testing of built functionality / enhancements and bug fixes in BaNCS; reporting of new issues during testing phase, coordinating on release of patches/fixes and tested code/module in production environment
* **Product Development** – Functional SPOC for Product Specification development:
  + End to End management of product development through the product lifecycle
  + Gathering business requirements for Insurance Products and incorporating them in the product specification document for system builds
  + Liaising with the development team and Products team for resolution of queries and streamlining of gaps
  + Coordinating the development and timely delivery of Business Illustrations
  + Monitoring progress and timelines to ensure delivery as per time, cost and effort
* **Application Management** – Functional SPOC for managing Decimal, a business illustration tool:
  + Managing availability of BI for all active products across different sales channels
  + Managing releases for BIs of various products as per product plan
  + Relationship management with the application vendor including RFP finalization, on-boarding process and resolution of day to day issues
* **Reporting** – SPOC for Dashboard Management for reporting of internal SLAs and Service Guarantees

***Apollo Munich Health Insurance Company Gurgaon***

***Senior Executive – Business Excellence*** *(February 2009 – October 2013)*

Part of Quality & Process Excellence team at the Head Office, working cross-functional, primarily with Information Technology, Product Development, Underwriting & Operations functions on **ELIXIR**

* **Business Processes** – Developing SOPs, flowcharts, TATs, reporting structure, controls & regulatory adherence for all business processes; Identifying process improvements & streamlining processes
* **Application Testing** – Team SPOC for testing of Policy Admin Application “ELIXIR” & Online Web Services for all Health Insurance, Travel Insurance and Personal Accident products; reporting of issues, coordinating on patch fixes and release of module in production environment
* **Fraud Risk Management** – Enterprise Fraud Managementframework setup and implementation
* **Business Continuity Plan** – Responsible for document maintenance the plan and liaising with stakeholders for feedback and updating the plan
* **Six Sigma** – Green Belt level Continuous Improvement Project based on DMAIC methodology for the assigned business processes
* **Subject Matter Expert** - Delivered refresher trainings to identified teams on internal IT systems, Retail & Group Products, Business Processes and Business Continuity Plan
* ***AMHI Excellence Award winner 2012*** – for consistently maintaining process documentation and sign off TATs over a long period of time

***3i Infotech Limited Chennai***

***Business Analyst***  *(May 2008 – December 2008)*

Worked as a Business Analyst as part of a product development team for U.S. geography at the Group Development Centre based in Chennai.

* **Application Testing** – Principal activities included:
  + Functional testing and documentation for the product based on **PREMIA**, developed for MHAIC Michigan, USA
  + Preparation and execution of test scenarios
  + Coordination with technical developers for various product Modules
* **Requirement Analysis** – Knowledge Transfer session facilitated by the client/Project Manager to:
  + Identify, Discuss, Develop & Implement output and requirements from
  + Analysis of the client’s requirements and alignment with product
* **Product Documentation** – Preparation of Rate charts and premium calculators for 9 different American states covered under the MHAIC project

**CERTIFICATIONS**

**Licentiate** – Insurance Institute of India

**Six Sigma Green Belt** - Benchmark

**IT SKILLS**

***BaNCS (Policy Admin System) PREMIA (Policy Admin System) Elixir (Policy Admin Tool)***

***PL/SQL MS-Office MS-Visio***

***MS-Project Mantis Bug Tracker Minitab 16***

***MS SharePoint***

**PERSONAL DATA**

**Date of Birth:** 23rd October, 1984 **Marital Status:** Unmarried **Passport:** Valid

**Present Address:** A – 296, Kendriya Vihar, Sector – 56, Gurgaon, Haryana - 122011