**Manoj Nair**

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***Seeking assignments in Project Management / Business Analysis with an organisation of repute***

**PROFESSIONAL OVERVIEW**

* **PGDIM** **(Insurance Management)** with **8+ years** of experience in Project Management, Business Analysis & Operations in Life Insurance. Out of which 5**+ years at client site in US**.
* **Presently associated with CSC as Lead Business Analyst (Life Insurance).**
* **Cleared LOMA level 1, Licentiate in Life Insurance (India) and CAST (Certified Associate in Software Testing).**
* Acting as a **Project Lead**/**Subject Matter Expert** **(SME)** in Life Insurance domain for client since July, 2011.
* Possess strong analytical, management skills with a thorough understanding of how to interpret customer business needs, translate them into application and operational requirements.
* Well versed with different stages of **SDLC** and have performed **business requirements, elicitation, process improvement, use cases, gap analysis, change management etc with efficiency.**
* Skilled in serving as the conduit between the software development team and the customer community (internal and external) for requirements elicitation.
* Acted as a **mentor for client’s maintenance BA and CSC’s BA** on PLINK policy admin application.
* Maintained **100% error free** policy enforcement process, **99.2% of accuracy in quality control** for New Business Processing (initial underwriting).
* Adept in collaborating with the developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
* An effective communicator with good analytical, inter-personal, organisational & mentoring skills.

**CORE COMPETENCIES**

**Project Management**

* Understanding the business issues and data challenges of client's organization and industry.
* Identifying client organization's strengths and weaknesses and suggesting areas of improvement.
* Reviewing and editing requirements, specifications, business processes and recommendations related to the proposed solution.
* Developing functional specifications and system design specifications for client engagements.
* Enforcing project deadlines and schedules.
* Delivering consistent high-quality services to the clients.
* Understanding the components of running a successful project.

**Business Analysis & Operations**

* Evaluating information gathered from multiple sources, reconciling conflicts, decomposing high-level information into details & abstracting up from low-level information to a general understanding.
* Communicating and collaborating with external and internal customers to analyze information needs and functional requirements and deliver artefacts as needed.
* Engaging in multiple initiatives & working independently with users to define concepts and under direction of project managers.
* Assisting and meeting business units on their assumptions of how they will successfully execute their plans.
* Taking inputs from supervisor and appropriately and accurately applying comments / feedback.
* Communicating with clients to identify needs & evaluate alternative business solutions with project management.

**WORK EXPOSURE**

**Since Sep’06 CSC, Noida/US Lead Business Analyst (Life Insurance)**

**Growth Path:**

Sep’06-July’08 Business Analyst

Aug’08-Jan’11 Sr. Business Analyst

Jan’11 to date Lead Business Analyst

***Project #1 – HARTFORD Life Production Support and Maintenance***

**Designation – Senior Business Analyst & Lead Business Analyst**

**Project – The Hartford Life, Minneapolis, Minnesota**

**Product – Policy Link (**All the Variable and Traditional products**)**

**Job Responsibilities – This is the most critical profile in our engagement between CSC and HLI (Hartford Life) as this was the first time HLI outsourced their business function to any company and it was handled far beyond their expectation keeping in mind the complexities of their insurance products in the Life Insurance Market.**

* Worked at HLI (Hartford Life Insurance) for Maintenance and Production Support of POLICYLINK admin system. **More than 5yrs of client site experience at Minneapolis, USA location**.
* Worked on POLICYLINK a complete end-to-end life insurance product with production support and application maintenance teams.
* Preparing business specifications (BRD) for Projects Initiation, Test Plans, Test Conditions, Performing Unit & System Testing, Preparing Release Documentation and User Guides.
* Starting from Jan-2011, working as Lead Business Analyst on different enhancement and development projects to implement the customizations needed in the PLINK software.
* Give the resolution to the **Hotlines** submitted to cater the system issues and production issues in strict pre-defined time lines.
* Provide expert analysis and problem resolution to the business users on the daily business problems\issues.
* Monitors and validates all the deliveries done by CSC to all the business and IT teams in HLI.
* To resolve Remedies for fast track solutions to the business and technical issues.
* Complete ownership of Business Analyst activities.
* Preparation of artefacts like Functional Process Documents, Business Scenarios, SOPs, etc
* Preparing business specifications for Projects Initiation, Test Plans, Test Conditions, Performing Unit & System Testing, Preparing Release Documentation and User Guides.
* Contributing to development work pertaining to system enhancements from business perspective.
* Creating training plans & conducting regular training sessions on concepts of Life Insurance for Software Programmers and Business Analysts.
* Working with onsite team of CSC, PLINK for production support.

**Attainments:**

* Awarded with CSC Certificate of Achievement (COA) for the contribution to Application Support team.
* Awarded with CSC Certificate of Achievement (COA) for the contribution to Maintenance team.
* Multiple appreciations with highest ratings from client on different work assignment during the complete tenure at client location.
* Adjudged with General Manager’s special Award for the continuous contribution in the group’s growth.
* Rewarded with additional project to lead while onsite by client to fill the knowledge and management gaps.

***Project #2 – HARTFORD Life Production Support and Maintenance***

**Designation – Business Analyst**

**Project – The Hartford Life, Minneapolis, USA**

**Product – Merlin Sales Illustration Application**

**Job Responsibilities – This role was offered to me when I joined CSC. The role was challenging as it required Merlin knowledge and I had no previous experience on the system. I was trusted with the task of delivery of SIRs to onsite team after getting the work completed from programmers at CSC India.**

* Working with onsite staff of CSC, Hartford Staff for production support.
* To provide the domain expert insight to the technical resources in order to enable them to fulfil the clients requirement.
* To prepare the test cases and conduct the testing on the system in line with the requirement.
* To conduct manual system testing for enhancements as Functional, Regression and conversion to verify every aspect of the system up gradation and enhancements of the system.
* To maintain the Quality control charts and effective Variance chart on the quarterly basis.
* To prepare the Business Specification to elaborate the impact and changes required in respective Tables, Data sets, coding, copybooks and different relevant modules.

**Attainments:**

* Awarded with CSC Certificate of Achievement (COA) for the contribution to Application Support team.
* Awarded with CSC Certificate of Achievement (COA) for the contribution to Testing effort provided during the release implamentation.
* Highlighted as the key BA to client while procuring more business and my business knowledge was appreciated at multiple instances by client and CSC management.
* Identified as the Mentor for new entrants in CSC for Business Analysis method and US Life Insurance Business.

**Aug’03-Aug’06**

**Aviva Life Insurance**

**Associate Manager –Business Operations Team**

**Job Responsibilities – Joined AVIVA as campus placement in the Branch Office and was promoted and deputed to Head Office as Associate Manager.**

* Liaise with other support units in Head Office such as Financial Support, Underwriting, and Call Centre to Track and Resolve the complaints.
* Ensuring process compliance including documentation and record keeping at the Head Office consistent with notified requirements, by preparing and reporting various MIS attached to the profile.
* Handled a team of 7 contractors to get the policy data entry done and co-ordination with different teams for end-to end process of issuing the policy.
* Maintaining New Business Processing with 99.5% error free (initial underwriting).
* Implementing Operational and Customer Service strategy in the new policy processing team.
* Controlled many a projects besides regular work assignments for our team.

**Attainments:**

* Adjudged quarterly two times with **AVIVA service Excellence award within three quarters**.
* Recognised as the **best performer for the year 2004-2005 Head Office** new business processing team.
* Achieved 100% adherence to IRDA regulations and statutory compliance for regional operations.

**PROJECTS HANDLED**

* Six Sigma implementation in service industry- challenges and feasibility.
* Comparative Analysis of Insurance Products Offered by Various Insurance Companies.

**ACADEMIA**

* Licentiate in Life Insurance India and Certified Associate in Software Testing from QAI.
* Diploma in Computer Applications from TATA Infotech Pvt Ltd.
* Passed **NCFM certification for Mutual Fund** Advisory Level with 72.5%.
* **Pursuing LOMA, USA**. Completed 280, 290, 301 (Life).
* **Pursuing M.Sc(IT)** from Sikkim Manipal University.(2016 Completion)
* **PGDIM** **(Insurance Management)** from Amity School of Insurance & Actuarial Science, Amity University in 2003.
* **B.A (English) Hons.** from Maharaja Agrasen College/Delhi University in 2002.

**PERSONAL VITAE**

Present Address : L-35, Sector-11, Noida

Date of Birth : 16th July 1981.

Languages Known : English, Hindi.