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| **SHOBIA MANI**  **Product Business Analyst** | **Phone: +91- 8939624769**  **Email:** [**shobiav23@gmail.com**](mailto:shobiav23@gmail.com) |
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# SUMMARY

Currently working as a Product Business Analyst in requirements gathering, estimation, analysis, develop, test and deployment of electronic forms of certificates for US healthcare insurance business with the help of Oracle Documaker Studio 11.5 & 12.5 and HODMOD (Mainframe)

2.8 years of experience as a Product Development Analyst in analysis, design, development and testing of content management using oracle documaker studio and RP 11.4/11.3, HODMOD (Mainframe) and DAL scripts

1.7 years of experience as a Processing Executive in banking domain at scope international with the help of eBBS, S2O, CEMS.

10 months of experience as a Software Programmer in both web and windows applications

Using C#.Net, ASP.Net, ADO.Net and MSSQL.

An energetic professional in the field of business operations and product management, leading teams to efficiently achieve their objectives. Seeking a position where these skills can be utilized while solving new challenges within an industry leading organization.

# SKILLS

CCM tools - Oracle Documaker Studio12.5, 11.5 & 11.4/11.3, HODMOD (Mainframe), DAL scripts, S2O, EBBS, CEMS, XML, MSSql and MS Office.

# WORK EXPERIENCE

## *Product Business Analyst*

**Flixx IT Systems Private Limited -**­ October 2016 – Till the date

* Responsibilities: Involved in requirements gathering for US healthcare business and estimates scope of change for product implementation, Good experience in analyzing the business requirements
* Analyze client’s business requirements and processes through document analysis, workflow analysis
* Defines, develop, test and documents customer business functions and processes, based on project documentation to achieve greater efficiency in customer relations
* Create and update business requirement documents and functional requirements documents
* Collaborate and provide business analysis support to the product owner, SMEs and testers during development
* Design business models using UML diagrams – Context, Use Case, Sequence, Activity diagrams
* Engage client to gather business rules/software requirements. Communicating effectively with upper management, developers, SMEs and QA
* Identify and reconcile errors in client data to ensure accurate business requirements
* Responsible for performing root cause analysis for issues and provide effective timely business resolution. Generating reports of US healthcare business for forms, sections, form lists, triggers
* Assisted in testing activities to ensure development work meets clients requirements
* Developed technical documents and captured all test cases to be tested and immense experience in defects handling, created business definition, forms, form lists and sections
* Identifies the errors or process problems in potential problem areas and recommends the appropriate solutions to the corresponding team
* Worked for different US healthcare states of projects involved from scratch to promotion on time project completion and also provides ongoing support for it projects to business clients post-deployment to ensure successful operation

Environment: CCM tools - Oracle Documaker Studio 11.5 & 12.5, HODMOD (Mainframe), XML, DAL scripts

## *Product Development Analyst*

**Hinduja Global Solutions (HGS)** ­ January 2014 – September 2016

* Responsibilities: Involved in various phases of software development life cycle (SDLC) as requirement gathering, analysis, architecture, design develop, test and implementation for US healthcare business
* Interacted with the clients for projects updates, performance, availability, scalability and maintainability
* Migrated existing forms from mainframe to oracle documaker studio & created new forms, images(FAPs),logos, group forms for the migrated states
* Involved in unit testing and testing support activities for each modules of projects
* Good understand of form requirements correctly and performed end to end design, develop, test and implementation part
* Involved documaker development for both simple and complex electronic forms in standard & dynamic
* Used document automation language(DAL) for form variable information scripting
* Creation of field on oracle documaker studio using XDD and reports are maintained for forms, form lists, fields, triggers, sections and Graphics
* Involved DAL scripting, Rule processing and Overflow Handling
* Designed forms, form lists, sections, paragraphs, graphics fields and created triggers wherever it is needed. Involved white space removal on project review by creating the proper triggers
* Performed testing, pre promotion and post promotion on projects before it goes on live
* Performed output generation using HODMOD after post promotion done & posted projects on live for the different states based on business needs
* Handled difficult projects and delivered the projects on or before the time.
* Actively participated in AIM, have got best debutant award & Best employee award

Environment: CCM tools - Oracle Documaker Studio 11.4/11.3,HODMOD(Mainframe),XML,DAL scripts

## *Processing Executive*

**MMC InfoTech Services -**­ April 2012 – November 2013

* Responsibilities: Rationalized name change in their profiles in Bank database by examining government proof
* Handled CASA accounts details
* Resolves banking data of SCB discrepancies by collecting and analyzing information
* Updates the client details like amendments, address change request by bank customer
* Statement registered for time based which members request
* Card issued for mobile banking and internet banking
* Handled critical task which was escalated from client side
* Updated KYC details of SCB
* Verified pre checking of SCB after crossing from Manager Sign
* Reported team records to supervisor
* Trained about more than fifty employees in banking projects and on basic associate development program
* Worked as a checker (QA) for Address and Amendments team.
* Handled pressurized cases in Address change request for SCB
* Moved to QA with short period.

Environment: eBBS, S2O, CEMS

## *Software Programmer*

**PGR InfoTech Services** - May 2011 – March 2012

* Responsibilities: As software programmer my responsibilities are to develop the software projects in .net environment. In that I have used windows and web applications to develop the projects by using IIS server
* Good working knowledge on Application development and maintenance life cycle process.
* Experienced in programming of web and windows applications
* Provided support to new project and maintenance project
* Excellent troubleshooting techniques
* Good knowledge in retrieving of projects data from database using SQL
* Maintained database and scripted for the projects of windows and web based applications
* Worked on projects of Employee claims management system and Optimal service pricing for a cloud cache
* Trained on soft skills(C#.Net, ADO.Net, ASP.Net and MS SQL) to project maker.

Environment: C#.net, ASP.Net, ADO.Net, Xml and MSSql

# CERTIFICATES:

* Certified Professional for **Diploma in .NET from NIIT Bangalore with 80%**
* Got Microsoft Certification as a **Technology Specialist with 93% (MC ID: 8075915)**

# EDUCATION

## *Professional*

**B.Tech with specialization in Information Technology With 82%**

The AMS College of Engineering, ANNA University, Chennai – 2010

## *Academic*

**Higher Secondary School with 80%**

Govt Higher Secondary School Devapandalam, (Tamilnadu) - 2006

**SSLC with 90%**

Govt Higher Secondary School Devapandalam, (Tamilnadu) - 2004

# PERSONAL VITAE

**Date of Birth** : 4th April 1989

**Father’s name** : Mr.G.Mani

**Gender** : Female

**Address** : North Street, Pakkam (Po), Sankarapuram-Tk,

Kallakurichi (Dist)-605801.

**Marital status** : Married

**Nationality** : Indian

**Languages** : English & Tamil

**Hobbies and interest** : Leisure: Listening To Music, Net Surfing and search career related knowledge.

# DECLARATION:

I hereby declare that all the above information is true and correct to the best of my

Knowledge. I bear the responsibility for the correctness of the above mentioned particulars.

**Date: ……………. SHOBIA MANI**

**Place : signature**