**Java Consultant Developer, at Progressive Corporation 2018- 2021**

1. **Insurance Certificate Issuance module**
2. **Insurance Claims module**
3. **Build the Claim File module**
4. **Integrate with External Systems -> Integration Module**
5. **Declaration Management Functionality**
6. **Insurance Billing Functionality module**
7. **Insurance Agent Portal Module**
8. **Policy Administration Module**
9. **Policy Issuance Module**
10. **Insurance Reporting & Analysis**
11. **Insurance Certificate Issuance Software**

Certificate Issuance Module Functionality

• Automatic rating eliminates errors and saves certificate preparation and premium calculation time.

• Provides 3rd party certificate verification.

• View policy information and other documentation online.

• Ensures compliance to policy limits and conditions including government regulatory bodies.

• Automated referral workflow and escalation process for out-of-coverage shipments.

• Generates reports on premium and loss.

• Template functionality simplifies certificate generation for repetitive shipments.

• Quote Request functionality streamlines the processing of quotes for special case shipments.

• Multilingual issuance in multiple formats with built-in flexibility for Letters of Credit.

• Print draft and read-only PDF format.

1. **Insurance Claims Module**

Insurance Claims Module Functionality

Capture First Notice of Loss

• Validates data against the policy

• Automatic multi-level email notifications

• Escalating alerts for unacknowledged loss reports

1. **Build the Claim File module**

• Capture all relevant shipment information

• Track reserves, expenses, indemnities, salvage, and recoveries

• Record unlimited text notes from multiple users

• Upload and store related files of all types (e.g. survey reports, bills of lading)

• Generate template-based correspondence (e.g. acknowledgment letters, subrogation)

1. **Integrate with External Systems**

• Imports Excel Spreadsheets.

• Link to in-house claims adjustment systems as well as to 3rd party systems using different API calling.

Provide Status Updates to Claimants

• View claim status at any time

• Upload documents and messages

1. **Declaration Management Functionality**

• Customizable screens and workflow enable the recording of all data elements and coverage-specific risk information for all types of declarations including turnover declarations, property declarations, location or geographic declarations, bulk declarations, etc…

• Monitoring of periodical declarations with automated notifications when reports are overdue based on the frequency of reporting expected by the policy

• Ability to validate declaration details and calculate premium per declaration or schedule line item

Calculate all premiums, taxes, commissions, and any other applicable fees based on a configurable rating engine

Validate all data entered as the user progresses through the workflow to trigger warnings, referrals, compliance notifications, and other workflow events

Triggering of applicable insuring conditions, warranties, exclusions or other wordings from a clause library or form database

• Generation of all declaration documentation including inventory forms, bordereaux, invoices or certificates

• Plug-in integration points with 3rd party data providers and rating engines

• Built-in Business Intelligence for analysis of risk exposure and aggregations based on actual exposures derived from reported values in the declarations modules as compared to total exposure/policy limits

• Comprehensive out-of-the-box Marine Insurance functionality for shipment and storage declarations

1. **Insurance Agent Portal Software**

Agent Portals Features

• Workflow management determines the business rules for Straight-Through-Processing and the rules by which business is referred to specific underwriters.

• Personalized portal welcome screen and co-branding for each agent

• Complete Quote-Bind-Issue workflow for multiple insurance products

• Process endorsements from end to end with pro-rata premium calculation

• Process renewals with notification & alerts

• Access invoices and commission statements instantly

• Receive first notice of loss and track claim status

• Control functionality and access rights for each agent with decentralized user management

• Deliver multi-lingual, multi-cultural, and multi-currency support to your agents around the globe

• Manage decentralized users using role-based access security

1. **Insurance Billing Functionality**

• Automatically generates premium invoices in PDF format, Excel or through an internal accounting system which is then delivered by email based on specific client/policy rules and billing dates.

• Automatically calculates adjustments for storage and shipment declarations.

• Records individual premium bookings and miscellaneous charges.

• Calculates charges and taxes based on specific countries associated with the risk and the assured.

• Calculates TRIA premiums and numerous government and internal charges against premiums.

• Provides billing period reports, including commissions and taxes associated with each policy.

• Tracks accounts receivable; management system has the ability to query into individual invoices, payments, and shipments.

• Supports Direct Bill and Agency Bill Invoice methods.

• Produces monthly, quarterly, semi-annually, or annually branded invoices for brokers and underwriters for selected policies and presents line item details.

• Choose to record payments against these invoices per line item or on complete invoices.

1. **Policy Administration System**

Policy Administration Module Functionality

• Customizable screens and workflow enable the recording of all data elements and coverage specific risk information for all lines and all transaction types… all without programming

• Transaction workflows for new business, renewals (including automated renewals), endorsements (including out-of-sequence endorsements), cancellations, and reinstatements.

• Rating and underwriting rules engine is easy to configure, allowing you to:

o Calculate all premiums, taxes, commissions, and any other applicable fees based on a configurable rating engine

o Validate all data entered as the user progresses through the workflow to trigger warnings, referrals, compliance notifications, and other workflow events

o Trigger applicable insuring conditions, warranties, exclusions or other wordings from a clause library or form database

o Generate all quote and policy documents based on intuitive MS-Word templates

• Underwriters benefit from a standardized quoting process enhanced through online collaboration and messaging. Working with broker portals, our policy-administration system can deliver fully automated quote-bind-issue functionality to brokers, agents, and clients out in the field.

• A wide range of billing and invoicing methods, including a powerful tax calculation engine to support centralized management of multinational programs.

• Plug-in integration points with 3rd party data providers, rating engines, and integration with Business Intelligence for reporting. Native support for ACORD standards.

1. **Policy Issuance Software**

Insurance Document Software Functionality

• Create and maintain insurance document templates using MS-Word.

• Quickly and easily build business rules within the insurance document.

• Use business rules to determine which documents can be issued and when.

• Generate documents in editable Docx format or as a secure PDF, combine multiple forms within a single PDF, or make each document available for separate issuance.

• Maintain a library of industry clauses that can be pulled into issued documents.

• Automatically generate and/or e-mail insurance documents based on the transaction type or triggered by a workflow event.

• Preview generated insurance documents which, once accepted, are automatically stored with the policy, for on-demand retrieval and review.

7. Underwriter Workstation Functionality

• Submission queues, task management, diaries, and reminders help underwriters stay on top of their business.

• Rating engine that calculates all premiums by coverage and tracks or validates the variance from standard or guideline rates when overriding rating or applying discretionary factors

• Generation of all quote and policy documents based on intuitive MS-Word templates

• Built-in collaboration tools and e-mail correspondence to improve communication with agents and other parties.

• The underwriter workstation records a history of all communications, documents, activities and more, providing a full audit trail for internal and reporting purposes.

• Validation and enforcement of underwriting authority with escalation and collaboration to resolve blocks

• The underwriter workstation seamlessly pulls data from third-party providers for inclusion in the underwriting process.

1. **Insurance Reporting & Analysis**

Insurance Reporting Functionality

• Real-time alerts of important events through dashboards and email notification

• Access to vital metrics for decision making

• Review of workflow controls and exceptions for system maintenance and audit

• User customized dashboards displaying KPI data for exception management

• Ad hoc reporting flexibility and scheduling for up to the minute vital data sharing across the organization, with minimal training or IT requirements

• User-defined queries and business reports can be prompted to a professional authoring environment for further formatting and distribution

• Multiple report outputs (Screen, Excel, PDF) can be stored, edited, and shared

• Profit & loss by broker, product, coverage & year

• Insurance analysis of submission-quote success ratio to help guide underwriting

• Detailed and searchable audit trail of all changes

• Automatic filters allowing individual users to utilize reporting features without accessing unauthorized data

**Important Terms in Insurance Domain:**

Accidental Death Benefit – In a life insurance policy, benefit in addition to the death benefit paid to the beneficiary, should death occur due to an accident.

Agent -an individual who sells and services insurance policies.

Annual Administrative Fee – Charge for expenses associated with administering a group employee benefit plan.

Annuity – An agreement by an insurer to make periodic payments that continue during the survival of the annuitant(s) or for a specified period.

Approved for Reinsurance – Indicates the company is approved (or authorized) to write reinsurance on risks in this state.

Assets – Assets refer to “all the available properties of every kind or possession of an insurance company that might be used to pay its debts.”

Automobile Liability Insurance – Coverage if an insured is legally liable for bodily injury or property damage caused by an automobile.

Balance Sheet – An accounting term referring to a listing of a company’s assets, liabilities and surplus as of a specific date.

Benefit Period – In health insurance, the number of days for which benefits are paid to the named insured and his or her dependents.

Broker – Insurance salesperson that searches the marketplace in the interest of clients, not insurance companies.

Capital – Equity of shareholders of a stock insurance company. The company’s capital and surplus are measured by the difference between its assets minus its liabilities.

Capitalization or Leverage – Measures the exposure of a company’s surplus to various operating and financial practices.

Case Management – A system of coordinating medical services to treat a patient, improve care and reduce cost.

Casualty – Liability or loss resulting from an accident.

Claim – A demand made by the insured, or the insured’s beneficiary, for payment of the benefits as provided by the policy.

Collision Insurance – Covers physical damage to the insured’s automobile resulting from contact with another inanimate object.

Commercial Lines – Refers to insurance for businesses, professionals and commercial establishments.

Commission – Fee paid to an agent or insurance salesperson as a percentage of the policy premium.

Coverage – The scope of protection provided under an insurance policy.

Coverage Area – The geographic region covered by travel insurance.

Death Benefit – The limit of insurance or the amount of benefit that will be paid in the event of the death of a covered person.

Dividend – The return of part of the policy’s premium for a policy issued on a participating basis by either a mutual or stock insurer.

Earned Premium – The amount of the premium that as been paid for in advance that has been “earned” by virtue of the fact that time has passed without claim.

Exclusions – Items or conditions that are not covered by the general insurance contract.

General Account – All premiums are paid into an insurer’s general account.

Health Reimbursement Arrangement – Owners of high-deductible health plans who are not qualified for a health savings account can use an HRA.

Health Savings Account – Plan that allows you to contribute pre-tax money to be used for qualified medical expenses.

Income Taxes – Incurred income taxes (including income taxes on capital gains) reported in each annual statement for that year.

Insurable Interest – Interest in property such that loss or destruction of the property could cause a financial loss.

Investment Income – The return received by insurers from their investment portfolios including interest, dividends and realized capital gains on stocks.

Liability – Broadly, any legally enforceable obligation. The term is most commonly used in a pecuniary sense.

Liquidity – Liquidity is the ability of an individual or business to quickly convert assets into cash without incurring a considerable loss.

Loss Ratio – The ratio of incurred losses and loss-adjustment expenses to net premiums earned.

Medical Loss Ratio – Total health benefits divided by total premium.

Member Month – Total number of health plan participants who are members for each month.

Mortgage Insurance Policy – In life and health insurance, a policy covering a mortgagor with benefits intended to pay off the balance due on a mortgage upon the insured’s death, or to meet the payments due on a mortgage in case of the insured’s death or disability.

Net Income – The total after-tax earnings generated from operations and realized capital gains.

Net Premium – The amount of premium minus the agent’s commission. Also, the premium necessary to cover only anticipated losses, before loading to cover other expenses.

Peril – The cause of a possible loss.

Personal Injury Protection – Pays basic expenses for an insured and his or her family in states with no-fault auto insurance.

Personal Lines – Insurance for individuals and families, such as private-passenger auto and homeowners insurance.

Policy – The written contract effecting insurance, or the certificate thereof, by whatever name called, and including all clause, riders, endorsements, and papers attached thereto and made a part thereof.

Premium – The price of insurance protection for a specified risk for a specified period of time.

Renewal – The automatic re-establishment of in-force status effected by the payment of another premium.

Risk Management – Management of the pure risks to which a company might be subject.

Secondary Market – The secondary market is populated by buyers willing to pay what they determine to be fair market value.

Separate Account – A separate account is an investment option that is maintained separately from an insurer’s general account.

Stop Loss – Any provision in a policy designed to cut off an insurer’s losses at a given point.

Surplus – The amount by which assets exceed liabilities.

Term Life Insurance – Life insurance that provides protection for a specified period of time.

Total Annual Loan Cost – The projected annual average cost of a reverse mortgage including all itemized costs.

Umbrella Policy – Coverage for losses above the limit of an underlying policy or policies such as homeowners and auto insurance.

Underwriter – The individual trained in evaluating risks and determining rates and coverages for them.

Underwriting – The process of selecting risks for insurance and classifying them according to their degrees of insurability so that the appropriate rates may be assigned.

Unearned Premiums – That part of the premium applicable to the unexpired part of the policy period.

Utilization – How much a covered group uses a particular health plan or program.

Variable Life Insurance – A form of life insurance whose face value fluctuates depending upon the value of the dollar, securities or other equity products supporting the policy at the time payment is due.

Whole Life Insurance – Life insurance which might be kept in force for a person’s whole life and which pays a benefit upon the person’s death, whenever that might be.