Anjani Sinha

Chief manager (Technical)

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ABOUT ME

I have around 10 years of experience in Digital, Technology Transformation, and Product Management across Banking, Insurance, and Telco. I am an engineer and hold an MBA degree from IIT Kharagpur I am currently managing a business of more than 2500 Cr. spanning across various verticals including giant PSU and Private Banks , Agency businesses, B2C, Large Insurance Brokers . I am handling a 30+ member team within the organization and across vendors. I have experience in managing UI/UX designs,web/mobile tech stacks, technology projects/products, leading cross-functional teams, and delivering successful products.

SOFT SKILLS

Technical Skills	Business Requirement Analysis	Product Management	Product Road Mapping	UI/UX Design: Wireframing	Prototyping and Responsive Design	Jira and Confluence	Business Process & System Analysis	Agile & Scrum	Program Management	JavaScript	Node.js and React.js	DBMS and Fiama	Microsoft Office and powerpoint	Mobile application development stack	Banking /Insurance	Digital Transformation	Requirements Gathering	Performance Metrics	Product Roadmap	Agile Development	Web development tech stack

Soft Skills	Client Interaction and management	Time and resource management	Emotional Intelligence	Problem solving and conflict management	Project management	Vendor management	Excellent Communication and leadership skills	Product Ideation and startegies

EDUCATION

MBA: IT operation	**Vgsom, IIT Kharagpur**	**CGPA: 8.1**	**Jul 2014 - May 2016**

Six sigma certification.

B.E.: Electronics and communication	**SIR M.V.I.T., Bangalore**	**74%**	**Jul 2007 - Jun 2011**

WORK EXPERIENCE

Chief manager(Technical)	**Star Health & Allied Insurance , Bengaluru**	**Nov 2021 - Present**

- Enablement of easy multi-product selection and checkout feature for fresh and renewal business at Star resulting in **increased revenue of 40%.**
- Managed cross-functional teams to commercialize new products and drive improvements.Established, initiated and optimized online business development strategies based on company targets, product specifications, market data and budget factors.
- Industry-first enablement of complete renewal journey through WhatsApp for Agency business, which helped in generating additional revenue of around 10 crore annually. Easy to use 4 click journey for renewal policy issuance and notice generation.
- Implementing the Industry's first project with major private bank for Fatsag Wallet Integration for Selling personal Accident cover products. It is expected to increase additional yearly revenue of 100 crore.
- Implementation of digital claim submission with AI/ML capabilities for auto classification, drag drop feature ,image slicing for multi pager documents and mandatory document check. Resulting in 40% faster claims settlements and 35% higher customer satisfaction.

- Managed benchmarks, product demonstrations and testimonials for performance evaluation .Examined and connected key points weekly to ensure accuracy, achieving a 18% error rate reduction within 8 months of joining organization.

Senior Consultant	**Ibm India Pvt. Ltd , Pune**	**May 2016 - Nov 2021**

Major UK bank (August 2018 to Nov 2021)
- Successfully managed a major UK bank for the Customer 720 application which is a big data platform providing holistic view and critical information about customers, to Relationship Managers, Credit Risk Analysts and Financial crime teams .
- I have worked closely with various business stakeholders to collect and document requirements, aligned scope and obtained sign-off.
- Finalized the minimum viable product along with the customer and the product vendor team within the stipulated time .Contributed as Project Manager for the Digital Transformation in areas of Business Intelligence and Analytics Led software development projects from concept to delivery, including requirements gathering, design, development, and testing.
- **Implemented Change management** by introducing Kaizen methodology with use of effective issue tracking and project management tool **JIRA**. Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Provided technical guidance, peer review and mentorship to junior engineers engaged in building system designs.Monitored contracts and service level agreements to identify potential risks and implement mitigation actions to protect development process from unforeseen delays and costs.

   Indian Telecom giant (May 2016 to Aug 2018)
- Facilitated the successful implementation by working on the **Process analysis and Impact assessment** of **GST** on all the Postpaid Telecom Systems
- Tested models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification.
- Integration of **Legal Applications** (Telecom Regulatory Authority) across two telecom gaints post merger.Process analysis for the **ABG Wallet Integration** to Idea Postpaid Mobile Application.
- Engaged on the implementation of **Fraud Analytics** violating **the Customer Usage Policy (CUP).Documented project artefacts** such as Stakeholders Analysis, Business Requirement Document (BRD), Functional Requirement Document (FRD), Test Cases, Test Plans and RAID Tracker.

Summer intern (Technology operations)	**Fidelity investment services, Mumbai**	**May 2015 - Jul 2015**

- Built relationships with colleagues to facilitate teamwork, cooperation and success.Devised strategies and roadmaps to support product vision and value to business.Prioritized tasks and projects to meet tight deadlines.
- Efficiently handled Technical Project management (banking solution) for HA server Set up , Milestone tracking and Mangement Dashboard creation.

Software Engineering Analyst	**Accenture , Bengaluru**	**Dec 2011 - Jul 2014**

- Developed and maintained web applications using a variety of front-end and back-end technologies.
- Collaborated with designers and product managers to translate UI/UX designs into functional web interfaces.
- Implemented RESTful APIs and integrated third-party services to enhance application functionality.
- Worked in an Agile development environment, participating in daily stand-ups and sprint planning sessions.
- Conducted thorough testing and debugging to ensure application reliability and performance.
- Consulted regularly with internal customers on application development project status, new project proposals and software-related technical issues.
- Collaborated with clients to define solution requirements, accounting for applicable development variables. Analyzed proposed technical solutions based on customer requirements, budget and product goal.