**Email:** panchami.rao92@gmail.com **Contact:** +91 9632003392  
**LinkedIn:** [Profile](https://www.linkedin.com/public-profile/settings?trk=d_flagship3_profile_self_view_public_profile)

**Objective:**  
A results-driven Business Analyst adept at analysing business processes, identifying areas for improvement, effectively overseeing implementations, and ability to simplify complex concepts for both technical and non-technical audiences. I am dedicated to ongoing learning, approaching challenges with determination, and committed to adding value to the organization.

**Profile Summary:**

* Lead Technical Business Analyst with **8 years 4 months** of experience in the Business Insurance
* Working as a **Custom Software Engineering Specialist** for Accenture, Bangalore
* Experienced in the application of Business Analysis tools and techniques in accordance with **IIBA BABOK** standards
* Well-versed in **Agile methodologies**, employing techniques like **Kanban** and **Scrum**
* Proficient in using the project management tool **Rally**
* Proficient in **IBM Operational Decision Manager** application
* Good knowledge in **Commercial Line of Insurance**
* Strong communication and organizational skills
* Ability to learn new concepts and to adapt to new environments
* Awarded with “**Client and Customer Award**” under the Individual Category for outstanding contribution to client’s business outcomes​ and “**Extra Miler**” award in the Individual category

|  |  |
| --- | --- |
| **Functional Skills** | **Technical Skills** |
| * Business Analysis & Requirements Management * Product Development/Management * Stakeholder Management * Change and Test Management * Analytical skill and Decision Making * Process Modelling (Flowcharts, Use Cases) * Proficiency in MS Office Tools | * Languages: Java and XSLT * Development Tools: WODM 8.10.3, Eclipses IDE, Visual Studio Code * Databases: Oracle, Microsoft SQL Server * Tools: SoapUI 5.6.1, Advance Query Tool (AQT), Crucible, Jenkins, PCF, IBM DataPower, UCD, HP-Quality Centre * Version Control: SVN, GitHub |

**Employment Details:**

**Accenture India Pvt Ltd (May 2015 to Present)**

**Assignment 1: North American Insurance Company| Feb 2016– till Date|**

**Location:** Bangalore

**Project & Assignment Description:** The objective of the project is to implement and enhance the Insurance Policy Forms within the legacy web application and ensure their electronic rendition on policy documents within the Business Insurance sector.

**Responsibility as a Business Analyst | (June 2020 to present) | US and Canada Market**

* Seamlessly transitioned from a Software Developer role to that of a Technical Business Analyst.
* Played a pivotal role in migrating over 1000+ Business Rules of Commercial Insurance from the existing legacy system to the in-built client system across various Lines of Business.
* Collaborated effectively with a cross-functional team to analyse and enhance the existing Commercial Insurance policy creation web application, resulting in a notable reduction in development time.
* Worked closely with the development team to identify the service impact of new implementations, conducted detailed analysis on existing system behaviour, and provided development solutions in the Forms area to Product Owners/Business.
* Demonstrated experience in analysing business processes, identifying areas for improvement, and devising solutions for complex challenges. Ensured successful implementation, delivering value to stakeholders through the application of BA tools and techniques aligned with IIBA BABOK recommendations.
* Demonstrated experienced in product definition, business rules, screens/UI configuration, service/integration, workflow, and mappings.
* Demonstrated experience in delivering business requirements, business/product rules, their management and communication, functional specifications, mock-ups/wireframes, and test planning and approach, data analysis.
* Conducted thorough consultations with client business managers and other key stakeholders to gain a deep understanding of the requirements.
* Evaluated the feasibility of proposed requirements in consultation with Product Owners and Key Stakeholders.
* Regularly facilitated meetings with stakeholders to review project progress, address concerns, and prioritize tasks based on business needs.
* Took the ownership of managing and refining the product backlog to drive value in line with business stakeholder priorities.
* Received comprehensive cross-training in Guidewire Policy Centre.
* Collaborated with a cross- functional team in analysing and migration 100+ coverage driven FORMS into Canada Project on Guidewire Policy Centre application.
* Conducted user acceptance testing (UAT), identifying defects, and working closely with development teams to ensure high-quality deliverables.
* Drafted and refined User Stories in Rally tool for functional features and developed high-level test plans and translated requirements into test cases.
* Created a comprehensive workflow diagram for the client outlining the process.
* Demonstrated a strong understanding of Business Requirements (BRD) documents.

**Responsibility as a Lead Developer| (Feb 2016 to May 2020) | US Market**

* Led the Forms Rules and Design-Build-Test teams, primarily focusing on the comprehensive development of insurance policy FORMS
* Experienced in Analysis, Development, Implementation, Application Integration, and Deployment of Rules Projects using Java/J2EE technologies in Business Rules Management System (IBM Operational Decision Manager)
* Successfully restructured the ODM project of policy forms based on "Line of Business," resulting in a significant reduction of build and deployment time from 2hrs to 15mins in local and dev environment.
* Played a vital role in critical FORMS work during the Covid-19 pandemic in April 2020.
* Ensured adherence to set timelines by proactively identifying and communicating potential risks and impediments during status or stand-up calls.
* Acted as the Point of Contact for Monthly Production checkout and Critical Production releases.
* Conducted peer reviews of ODM/Service codes prior to sign-off.
* Coordinated closely with Business Analysts, Product Owners, and cross-functional teams (Development and QA) in the development and implementation of requirements.
* Facilitated daily stand-up, monthly retrospective, and monthly defect triage meetings.
* Approved and managed planned time off (PTO’s), maintaining accurate records on a monthly basis.
* Schedule and conduct adequate project trainings for the team on the application/services/ODM.
* Played an integral role in preparing and presenting monthly scorecards to Client and Accenture Leadership.

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**Assignment 2: Ecommerce Based** [**Telecommunications**](https://en.wikipedia.org/wiki/Telecommunication) **Company (Aug 2015 – Jan 2016)**

**Location:** Bangalore

**Project & Assignment Description:** The scope of the project was mainly on ecommerce web and mobile application development.

**Responsibility**:

* Developing and unit testing eCommerce mobile application in oracle ATG ecommerce framework.
* Integration of SonarQube with Jenkins​​ to run project analysis for continuous inspection of code quality.
* Exposure on XSLT-to-XSLT conversion to support minor project application.

**Highest Education:**

* Bachelor of Electrical and Electrical Engineering |Canara Engineering College | Mangalore, Karnataka | June 2014

**Certifications:**

* Guidewire certified Associate InsuranceSuite Analyst-Elysian
* Agile Development by University of Virginia on Coursera. Certificate earned on April 25, 2023
* Certified Business Analysis Professional (CBAP) – In progress