Business Consultant | Infosys – Process & Domain Consulting | Experience – 5 Years 4 Month
Master's in Biomedical Engineering | IIT BHU | 8.16 CGPA | Year 2015
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Career Objective:

In anticipation of a challenging role within the business consulting vertical that optimally engage my knowledge, competence and skills to deliver best-in-class enterprise product and solutions.

Professional Summary:

- Competent professional having 5+ years of experience in requirement elicitation, business analysis, project planning and estimation with a hands-on exposure on functional design, process mapping & data flow modeling in Banking, Financial Services, Insurance & Telecom Domain.

- Adept knowledge of Agile Project Management and pertinent clarity of its terminologies such as Daily Standup, Product Backlog, Release Burndown, Sprint Planning Sessions, Task board, To-do List and Work in Process Charts.

- Expertise in documentation of Business Requirements, Functional Specifications, Non-Functional Specifications, Use Cases, User Stories and Traceability Matrix.

- Proficient in creating process and data flow diagrams utilizing the concepts of BPMN & generating Structure/Behavioral Diagrams to respectively depict the product architecture/functionality based on UML methodology.

- Organized Discovery Sessions to establish Scope & Goals, Duration & Timelines, Budget Estimates for the project in accordance to the client requirements.

- Skilled in conducting Elaboration Sessions with the key stakeholders to identify and define new business product features, process improvements, functional/non-functional aspects.

- Experienced in anchoring Joint Requirement Planning (JRP) sessions with Business User Groups, Subject Matter Experts and IT Team to efficiently refine the product backlog as per the Change Management Process.

- Performed periodic Gap Analysis to assess the capabilities of the existing enterprise system and determine if these can meet the new/proposed business requirements.

- Conducted functional review of the implemented solution with the Development and Testing team members.

- Facilitated Sprint Demo Sessions to apprise business executives and stakeholders about the progress of Product Development.

- Derived Strategies with Quality Assurance Group to review and implement the test scripts for User Acceptance Testing.

- Communicated and Coordinated thoroughly with various stakeholders (Dev, IT, QA, Business Users & Product Owner) across all phases of Product Life Cycle.

- Good exposure in handling various Geographic Client Groups involving Delivery Communication, Risk Management and Growth Strategy as part of day-to-day activities.

Business Domain Specialization | (Banking, Financial Services, Insurance & Telecom)

- Conceptual lucidity of Banking Fundamentals across Wholesale/Institutional, Consumer/Retail, Investment and Asset Management line of businesses.

- Proficient knowledge of Payment Systems (SWIFT, SFMS, NEFT, RTGS) along with the understanding of Regulatory and Compliance aspects (AML, KYC & CDD).

- Competent understanding of the concepts like Policy Issuance, Premium Auditing and Claim Processing as per the standards and practice of Insurance Industry.

- Pertinent clarity of end-to-end Insurance Business Processes for segments like New Business, Renewals, Endorsement & Cancellations along with the knowledge of General Liability, Auto Liability, Worker's Compensation and Umbrella LOBs.

- Elementary knowledge of eTOM (Enhanced Telecom Operations Map) and TAM (Telecom Application Map) with basics of SID (Shared Information and Data model) as per the standards of TM Forum.

- Clear understanding of Telecom Business Processes (like Ordering, Provisioning, Billing, Activation, Service Assurance, Inventory Management etc.) and their segregation into OSS & BSS Modules.

Skills Summary:

Business Domain	Banking, Financial Services, Insurance & Telecom
Enterprise Products	BPM, CRM & ERP
Business Segments	• Customer Onboarding in Financial Services • Dispute & Fraud Management in Banking • Underwriting & Claims Management in Insurance • Decisioning & Marketing in Telecom
SDLC Model	Waterfall, Iterative, Agile
Process Modelling Techniques	BPMN, UML, ER Diagram
Diagrammatic Tools	MS-Visio, SmartDraw, Lucidchart
Product Management Tools	HP PPM, JIRA, Rally, Confluence
Microsoft Products	MS-Project, MS-Visio, MS-Excel, MS-Office

Project Experience Details:

Client: Toronto Dominion Bank
Domain: Banking and Financial Services
Role: Business Associate

Project#1: OSO (Online Sales and On-Boarding) | Dec 2015 - Sept 2016

The objective of this project is to achieve a real-time multi-product application. It is utilized for all personal customers; new to bank as well as existing TD Canada Trust customers and encompasses all products, accounts and services offered through the OSO application. This system will improve the customer experience by allowing them apply to multiple products online within the same application and by cross-selling during the application process. The account opening experience for the customers will be a real-time (or close to real-time). The OSO application has been placed over the internet for the general public as a way for non-TD customers, existing TD customers without EasyWeb access and TD customers with EasyWeb access to apply for one or multiple personal products and/or services online in a real-time environment.

Responsibilities:

- Involved in identifying the project stakeholder goals and defining the project scope.
- Managed customer expectations to ensure full understanding of risks, trade-offs and scope alterations.
- Identified business objectives and the corresponding business requirements.
- Created detailed Business Use Case and their breakup into Atomic Use Cases.
- Facilitated sessions with impacted business unit SMEs to capture detailed project requirements.
- Created TO-BE Process Flows maps for review with the business team.
- Designed and developed UML models and Sequence Diagrams.
- Created Wireframes and Mock-up screens wherever appropriate for better visualization and contextual understanding of the proposed design.
- Documented business rules for routing of user tasks either to worklist/workbasket and their corresponding service level agreements.
- Comprehensively worked on requirements pertaining to enterprise level reporting.

Client: Huntington National Bank
Domain: Banking and Financial Services
Role: Business Associate

Project#2: CRS (Customer Research System) | Oct 2016 – Aug 2017

This project has been executed for Huntington National Bank by leveraging the capabilities and features of BPM Product to deliver a business workflow. Customer Research System has been built to automate the processing of various disputes occurring with Cash and Cheques. The application has been designed to take care of various scenarios like Encoding Error, Credit as Debit, Listed Not Enclosed, and Title Transfer etc. The application provides a unique solution of dealing with various issues that a Bank faces when it deals with customers, other banks and Federal Reserve Bank.

Responsibilities:

- Gathered user and business requirements through interviews, surveys, and observations from business managers and user interfaces.
- Analyzed and prioritized user and business requirements into system requirements that must be included while developing the application.
- Organized backlog grooming sessions with team members, SME, Vendors, Business Users and Other Stakeholders for open and pending issues.
- Prepared business process flow diagrams and use cases to identify user interaction between upstream and downstream system.
- Participated in design of application integration with external systems of record.
- Creating User Stories, functional and non-functional specifications for the proposed solution.
- Designing screen mock-ups and visually presenting solutions through storyboard to various business users.
- Conducted functional review of the build solution and anchored the User Acceptance Testing with the help of Quality Assurance Group.

Client: The Hartford
Domain: Insurance Services
Role: Business Consultant

Project#3: PADI (Premium Audit Document Indexing) | Sep 2017 – Apr 2018

PADI is an application built to automate an existing manual processing for Premium Audit. It is designed to process the inbound emails and associated documents and create work orders. Operations Personnel can process the work orders and complete the transactions using the skilling and workflow features. The application is designed to organize and control workflow associated with premium audit processing tasks. It will receive emails and create work orders from the information received in the email subject. The work orders will route to workbaskets, based on system rules, and will be available for onshore and offshore reviewers. Work orders can also be created from Excel (XLSX) files dropped in a shared folder. Manual work generation is also in scope.

Responsibilities:

- ❖ Interacted with client executives/stakeholders and understand their requirement to prepare a functional design of the business workflow.
- ❖ Conducted elaboration session to derive a Data Model and Process Map with documents containing the essential business elements, detailed definitions, & description of the relationships between the actors.
- ❖ Documented business rules to create user portals/dashboards and determine its access, role & privilege based on the user's hierarchy in the organizational business matrix.
- ❖ Captured skill-based routing of business transactions to users for the purpose of premium auditing.
- ❖ Followed up with the end users and developers for user satisfaction and change management if necessary.
- ❖ Solving business queries and explaining the business part of a critical issues to the architect and stakeholders.

Project#4: CLAIMS EDM (Enterprise Document Management) | May 2018 – Feb 2019

The Claim Business Group initiated a project called Claim EDM. The purpose of this was to move from an intensely paper driven, manual process of processing claims towards an electronic document management and workflow solution in order to gain added efficiency, reduce costs, claim accuracy and improve the overall customer experience. The Hartford utilized Scanning Vendor as a partner in the first step towards realization of this goal. In this partnership, Scanning Vendor is responsible for receipt and sorting of Claim EDM documents [P.O. Box mail, Accountable mail - (UPS, FedEx, Airborne, etc.), and faxes], scanning, data capture/data entry, transfer of images & data back to The Hartford and archival of paper.

Responsibilities:

- ❖ Facilitated discovery sessions to extend/leverage the Claims EDM Work Flow to build Workers Compensation case type in-parallel to APG (Auto, Property and General Liability).
- ❖ Gathered Requirements during inception phase, documented and delivered functional specification documents, and assisted architecture analysis and design using UML.
- ❖ Analyzed business requirements and optimized the data model design with lead architect.
- ❖ Comprehensively worked on requirements pertaining to enterprise level reporting.
- ❖ Participated in Sprint Planning meeting, Backlog Refinement sessions, Release Planning sessions, Daily Standup calls, Retrospective meetings and presented User Demos.

Client: AIG (American International Group)
Domain: Insurance Services
Role: Business Consultant

Project#5: Multinational Xpress (MN-Xpress) | Mar 2019 – Oct 2019

MN-Xpress is a primary business workflow for the AIG General Insurance (Property & Casualty) Segment for all Line of Business corresponding to Multinational Channel. The goal of this project is to create a parent program that encloses all the policies issued to a client for different geographical locations/countries. It is a web enabled, collaborative system that allows the Requesting/Producing, Issuing and Reinsurance servicing offices to exchange requisite information needed for underlying policies to support multinational programs. The application creates a program by capturing the underwriting details together with quote & coverage as applicable to the commercial or consumers.

Responsibilities:

- Analyzed existing multinational business system to capture the process flow and their validation rules.
- Addressed all aspects of the Policy processing lifecycle, starting from quote right up to policy servicing & billing.
- Performed comparative analysis of Data Elements Mapping between Source Systems, Omega and Xpress APD.
- Involved in Process Integration of Business Case Management system with upstream Core Underwriting system and downstream Business Intelligence system.
- Documented User Management module requirements to create Single Sign On users using LDAP protocol.
- Captured the requirement for user's role-based views & dashboard, workbaskets/worklists to identify the assigned work.
- Coordinated with onshore stakeholders on daily basis to make sure that the project deliverables are completed on time.

Client: Telstra Corporation Limited
Domain: Telecom Services
Role: Business Consultant

Project#6: IDEAL (Integrated Data Entry Allocation and Lookup) | Nov 2019 - Present

IDEAL is an end-to-end workflow specifically designed to meet complex business requirements of an Order Management System befitting to the model of Telecom Industry. It is used for the provisioning of wideband telecom requests beginning from customer order capture up to final billing. It's an enterprise product that focuses best practices to streamline Wideband Telecom Orders by reducing handoffs and rework, real-time reporting for enriched management decisioning & agile approach towards delivery to provide a consistent and predictable customer experience.

Responsibilities:

- Capture inputs from end-users, business executives and SMEs in order to formulate business requirements.
- Evaluate the requirements to define scope, size and effort to build a Minimum Viable Product (MVP).
- Drafted Business Rules for various telecom processes like Appraisal, Site Assessment, Design, Construction, Installation, Activation, and Billing.
- Created wireframes for the dashboard (portal) and mockups for the user screens.
- Analyzed data elements mapping between various Source System (AMCO, IPAC, TCSS) and IDEAL application as a part of DCE (Design Cost Estimate) initiative.
- Participated in Enterprise Business Design Sessions for process integration of IDEAL application with external client systems (Net Facility, Vector, AMDOCS) as a part of RAMBO (Rapid Activation and Mobile Backup Option) initiative.