# **Summary**

JAYA N V

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Lead IT Business Analyst with nearly 14+ years of experience, specializing in defining product backlog, conducting data analysis, and system design for various insurance categories. Fluent in collaborative agile events to communicate and coordinate cross-functional business needs effectively. Key contributions include managing documentation, user story creation, and system implementation to enhance efficiency and policy precision. Aims to leverage thorough analytical and solution's skills to drive sophisticated business solutions.

# Skills

* **Domain**: Health Insurance, Property & Casualty, Supply Chain Management, E-commerce, Auto-Insurance,capital market,Telecom
* **Technologies**: Business Analysis, UML diagrams, Java, .Net, GCP, AWS, Datadog, Informatica, Splunk, Firebase, Mongo DB, Python,

MS-Office, Postman (API Testing), HTML, CSS, Google Analytics, JIRA, Confluence, Service Now, SQL, Power BI, Tableau, Adobe Analytics, Process Improvement, Requirements Gathering, Blue print, MS-Excel, Mortgage.

# Work Experience

## CNA Nov 2021 - Present

*Lead IT Business Analyst Chicago, IL*

Gathered and prioritized requirements from stakeholders, ensuring the development team understood business goals for insurance domains, including Commercial lines - Property (P&C), Umbrella, Commercial General Liability (CGL), and Workers Compensation.

* Led 4 teams in defining and prioritizing product backlog items for sprints; participated in PI Planning.
* Elicited, analyzed, and documented business requirements from stakeholders for electronic filing and administration policy.
* Created user stories and defined user acceptance criteria, including workflow diagrams.
* Collaborated on high-level designs, estimated delivery timelines, and strategic plans for system implementation.
* Facilitated communication among teams during Sprint Planning, Backlog Refinement, Retrospective, and Review meetings, as well as other Agile events, Mortgage.
* Involved in project planning, coordinated and implemented QA methodology provided overall project management to multiple projects successfully completing them on-schedule and on-budget
* Used SQL to test various reports and ETL load jobs in development, QA and production environments with advanced MDX using SSAS and Tableau.
* Improved system design for commercial insurance lines, such as Property (P&C), CGL, Umbrella, Business Interruption, and Workers Compensation, clarifications.
* Coordinated with underwriters to set up rates and premiums in the application.
* Analyzed and documented user interactions with systems, updated document management systems.
* Performed data mapping and migration validations using SQL; ensured data integrity on On-Premise and GCP environments.
* Validated duplicate records using SQL queries, Mortgage.
* Created functional specification documents for notary systems, including data mapping and process flow diagrams.
* Used Microsoft Office 365 services like Word, Excel, MS-Access, Visio, and SharePoint for documentation updates.
* Organized and generated documents with Modeldoc, Smartcomm, and DocuSign integration.
* Developed templates and utilized REST API services from DocuSign SDKs.
* Created JSON/XML templates for envelope structures using JavaScript libraries.
* Reviewed UI/UX designs for product viability and user value.
* Ensured smooth UAT release transitions and defect mitigation.
* Managed Guidewire policy groups, user permissions, roles, and access; used GOSU integration in Guidewire.
* Worked on Guidewire platform for policy center processes from quote to renewal and cancellation.
* Managed Guidewire ratebooks and rating premiums using standard algorithms and rate tables.

## Allstate Insurance Feb 2021 - Oct 2021

*Business Analyst Northbrook, IL*

* Communicated effectively with business stakeholders to gather and document requirements.
* Developed business flow and process flow diagrams, Mortgage.
* Validated functionalities of the Mobile OneApp for iOS and Android devices.
* Managed demand and supply for Milewise device management application.
* Conducted root cause analysis of high-priority tickets and API testing using Postman and JavaScript libraries.
* Organized documents using DocuSign for e-signatures and WebForm APIs.
* Enhanced system design for Life Insurance and Auto Insurance, from quote to policy issuance.
* Tested life insurance API modules and verified JSON responses, Mortgage.
* Worked on chat application for customer feedback collection.
* Created process and data flow diagrams.
* Monitored ERP system integrity and identified issues, Mortgage.
* Managed individual property coverage and equipment breakdown records for status reports and renewals.
* Extracted and analyzed user data crash reports using SQL, Datadog, Firebase, and Splunk, logging results in Excel.
* Developed reports using Star Schema, SQL, and Power BI.
* Performed source to target mapping using SQL and Excel, Mortgage.
* Collected and analyzed quantitative data for business reporting.
* Used Informatica for data relationship insights and connections.
* Created Informatica mappings to pull data into the data warehouse.
* Worked on policy center applications like Majesco and Guidewire for Property (P&C), Reinsurance, and Auto.
* Managed Guidewire contact system records for insurance analytics.
* Used ServiceNow for change requests, issues, and system implementation tasks.
* Participated in Agile ceremonies and processes.
* Transformed raw data using Informatica mappings.
* Monitored applications through Datadog, Splunk, and Firebase dashboards.
* Conducted data modeling using Power BI.

**Cognizant Oct 2020 - Feb 2021**

*Business Analyst/Scrum master Atlanta, GA*

* Worked on Sugar CRM application for troubleshooting module access
* Verify module level permissions and work on sugar CRM modules
* Participate in agile methodologies using scrum business inputs, kanban and time-boxed events.
* Understanding role-based permission and check the specifics of modules on team based Sugar CRM
* Perform E2E Requirements analysis and documentation management
* Have a deep understanding of domain APIs across functional architecture value chain.
* Plan, arrange and control meetings, workshops and relations with client/user staff during system investigations.
* Worked on the finance domain for Property (P&C), commercial lines data data and ETL Mapping documents using data mapping tools.
* Verifying the business flow from the submission, quotes and policy types of various coverages like property, commercial, umberlla, Excess and other coverages.
* Assisted QA Team in testing requests to various REST APIs in Swagger UI and in documenting the requests and responses using Swagger editor
* Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
* Maintained a close and strong working relationship with teammates and management staff to achieve an expected QA result for the project team.
* Implementation of Change request of the application system process and track the request.
* Refining of ETL mapping documents as per the requirement and its documentation
* Informatica for ETL mapping and testing the workflow whether it meets actual results with expected results.
* Data consumption and ingestion of migrated data to AWS S3 buckets using lambda and EMR services.
* Managed multiple patient monitoring systems implementations and interface/ integration deployments varying in scope, size and complexity to ensure successful implementations.
* Data bricks were used to read schemas of data lakes for various data to read millions of records.
* Used Datawarehouse and Data lakes to consolidate information and draw analytics from it.
* End-to-End testing of services deployed in Dockers and Kubernetes (MongoDB, Kafka, Microservices).
* Proficiency in OSS/BSS (operations support system/business support system) stack and various functions of each system
* Provide Functional design and data modeling on Sugar CRM applications for customization of modules
* Worked on the supply chain domain analytics to manage the volatile demands of the products.
* Using data analytics, they can better forecast demand and manage inventory flow of strategy with supply chain.

## Katalyst Technologies (Macys Client) May 2019 - Sep 2020

*Business Analyst Atlanta, GA*

* Worked on the E-commerce based products and reviewed the components.
* Assisted with QA team with certification testing and business users with the UAT testing
* Identify, analyze, and interpret trends or patterns in complex data sets
* Worked on Supply chain domain on the inventory management to track the reorder and the analyze the demand of the customers.
* Elicit the requirements, analyze and document the business requirements and system integration process.
* Worked on JIRA and confluence, SQL, and GCP
* Create high-level diagrams, process flow diagrams and data flow diagrams.
* Worked closely with Business, Dev team, QA, Vendor on daily/weekly basis to keep sprint on track existing system as well as for the enhanced system make sure that reported issues get closed within SLA.
* Good understanding of UML and created Use Case diagrams for the requirement
* Verify all order line and prepare order reports on everyday basis and manage all shipment records for products.
* Generates and analyses backlog orders and participates in order backlog review meetings
* Data extraction and generate reports based on the sales of the product items.
* Evaluating data file submissions and developing/maintaining SSIS packages for ETL processes
* Monitoring of Web and Mobile applications through tools like Google Analytics.
* Used HP QC to write test cases, log defects and create an error repository to support QA/testing team in testing, tracking defects and systematically manage defects and bugs. Assisted the team with continuous integration.
* Coordinated with QA team to make sure they understood the testing requirement properly. Involved in writing Test Cases and developing test strategies with Quality Assurance group to implement them.
* Inventory management tracking at different stores through analysis tools and report them to the right team with the notifications so it helps to manage inventory levels effectively. Example: track stock levels details, reorder points, and demand and supply chain forecasts.
* Continuous improvement of the evaluating approaches, processes, tools, and technology
* Worked on e-commerce platform such as (i.e., Magento, Shopify, Open Cart, etc.)
* Import the data and create data models for the existing data and create data visualization using power BI.
* Identify modifications for unique product variants and communicate necessary POS adjustments with E-Commerce.

## Anthem, Apr 2018 - Apr 2019

*Product Analyst Columbus, GA*

* Creating and Validating templates for Individual, Small group Medical Benefits.
* Worked closely with the QA team and developers to clarify/understand functionality, resolve issues, and provided feedback to nail down the bugs.
* Involved in brainstorming sessions to create workflow.
* Working on excel to analyze data and create reports.
* Experience in conducting Joint Application Development (JAD) sessions with Business users, Subject Matter Experts (SMEs), Development and QA teams
* Involved in the life insurance quotes based on the lines of business.
* Worked with EBA team on domains such as SPIDER environment, Plan Management Tool, TED document, Plan Templates, KVML, RMA, Benefit Hierarchies, Product Engineering.

## Amensys Dec 2017 - Mar 2018

*Business Analyst Dallas, TX*

* Actively participated in identifying the gaps and come with alternate solutions for contingency plans
* Track the tickets with the help of JIRA and Confluence.
* Reported daily status to the Project Manager/ Product Owner and conducted daily scrum meetings.
* Coordinated with a team and developed wireframes for the internal web portal.

## Center for Good Governance May 2014 - Aug 2015

*Business Analyst Hyderabad, India*

* Analyze client’s business requirements, document analysis, workshops, and workflow analysis.
* Communicate client’s business requirements with easy-to-understand data and process models.
* Closely Monitor with development teams to ensure UI is working properly in all environments.
* Handled National Level Department Websites.
* Create UI Prototypes, Implementation of Google Analytics and Tableau for dashboard.
* Develop prototypes for websites using HTML, CSS, JQuery, Bootstrap.

## Advaita Global IT Labs Pvt Ltd Jun 2013 - Apr 2014

*Business Analyst Hyderabad, India*

* Engage client in gathering requirements/business rules and ensure it is aligned with development teams.
* Travel Portal websites, application prototypes through Adobe photoshop and technical presentations.
* Generate Excel reports for company dashboards.
* Usage of SoapUI tool to test API services.
* Participated in the entire life cycle of projects related with initial situational analysis gap analysis, change management, operation design procedures, overall project scoping and QA testing procedures.
* Various domain applications such as ERP systems that helps to maintain the forms.

## Vimaan Software Technologies Pvt Ltd Nov 2011 - May 2013

*Business Analyst Hyderabad, India*

* Worked on e-commerce websites as an Analyst and also helped to develop the e-learning modules project which are used to track the college student records along with subject/course level training to the students provided by the college curriculum.
* Worked on Open cart ecommerce portals, ZenCart and Prestashop, etc
* Focus on Project Management UI and technical aspects to improve the services
* Capture Client insights and make a User Centric Design approach
* Implemented various color schemes, to create best interactive experience.
* Performed tests on all UI applications to identify bugs and resolve it.
* Worked with ERP systems like A-Boss application

## Winzest Edutech Private Limited Apr 2011 - Nov 2011

*Development Engineer Hyderabad, India*

* LearningWare is a Winzest product that offers Online Tutorials for engineering programs.
* To improve the quality of learning these tutorials are mapped to the university curriculum.
* Focus on E-learning Instructional Design, Rich Interactive Simulations.
* Supervised the content management of the course and the graphic content.
* Research work in developing the content and representing it in the form of graphic and simulations.

## Aagama Nov 2007 - Jan 2011

*Web Designer Hyderabad, India*

* Enhanced functionality and appearance of website and repaired functionality issues.
* Good knowledge of Workflows and Content Management Tools such as Sugar CRM and Capsule CRM
* Translated customer requirements into technical site concepts for bidding and initial planning purposes.
* Built websites leveraging original theme creation using Photoshop and HTML creations.
* Writing SQL queries and reviewing SQL queries for the other team members.
* Used HP QC to write test cases, log defects and create an error repository to support QA/testing team in testing, tracking defects and systematically manage defects and bugs. Assisted the team with continuous integration.
* Coordinated with QA team to make sure they understood the testing requirement properly. Involved in

# Education

## Tiffin University Jan 2017

*Master of Business Administration: Tiffin, OH*

## Jawaharlal Nehru Technological University Jan 2007

*Bachelors of Technology: Hyd, India*

# Certifications

* **Agile with Atlassian University**:
* **Business Analysis for Project Managers**:
* **ITIL Foundation Certificate in IT Service Management**:
* **Leadership, Management & Entrepreneurship in the 21 st Century**:
* **Be Visual! Sketching Basics for IT Business**:
* **Automated Visual Software Analytics**: