**Professional Summary:**

* High-performing business analyst with **8+ years** of experience and a proven track record of success in **Guidewire Claim Center and Policy Center** configuration/integration
* Business Analyst experience in the **Property & Casualty** insurance domain. Insurance BA with extensive experience in **Agent Front End, Claim Center, Policy Center and Billing Center, Commercial Automobile Product knowledge, Reinsurance for Commercial Property Casualty, Auto Insurance Home Owner Insurance and Crop Insurance.**
* Well-versed in **preparing requirements documents** for **Commercial Auto, Worker’s Compensation, Business Owners Policy, and Commercial Auto Policy.**
* Led the implementation and **enhancement of the Guidewire Claim Center** by delivering epics and user stories that improved the efficiency and effectiveness of the **claims process**.
* Delivered the project within budget and deadlines which resulted in cost savings of **10%** overall due to a reduction in time for **claims** submissions process.
* Analyzed and documented **Reinsurance** Claims, Billing Collections, and accounting modules of the application.
* Expertise in all phases of the **SDLC**, with a proven track record of success in gathering and deploying requirements using **Agile, Scrum**, and **Waterfall models**.
* Excellent business **communication skills**, with the ability to understand and document complex technical requirements in a clear and concise manner.
* Proven ability to work closely with **SMEs, stakeholders**, and development teams to ensure that requirements are met and that projects are delivered on time and within budget.
* Experience in creating data models, process models, mock-ups, wireframes, test plans, test cases, test data, and test objectives.
* Expertise in user acceptance testing **(UAT)**, including smoke testing, black box testing, load testing, and system testing.
* Experience in creating epics and user stories in **JIRA** using **INVEST** guidelines, as well as product backlog grooming and refinement.
* Conducted thorough analysis of insurance processes and collaborated with stakeholders to define **Guidewire** **PAS** requirements.
* Expertise in analyzing **AS-IS** and **TO-BE** designs for gap analysis and impact analysis.
* Extensive experience migrating **insurance suite** solutions to Guidewire solutions.
* Experience in conducting **elicitation techniques**, such as surveys, interviews, brainstorming, observations, document analysis, and joint application development (**JAD**) sessions.
* Experience in creating functional design documents for **user interface, insurance forms, and underwriting rules.**
* Created various artifacts, including business requirement document (BRD) and functional requirement document (**FRD**).
* Worked along with the UI/UX team to create Mock-ups and wireframes using **Diagrams.net and Lucid charts.**

**Education:**

* Bachelor in Commerce Osmania University, India
* Masters in Information Technology Management, Campbellsville University, USA

**Key Skills:**

* **Microsoft Word, Excel, Visio**, **Rally, PowerPoint, SharePoint, and Confluence** for requirement documentation.
* **JIRA** Requirement management tool for defect tracking.
* Understanding of **SDLC** methodologies – **Agile (Scrum), waterfall, and Kanban.**
* TFS Team Foundation Server for requirement management, testing, and release management.
* Databases: **SQL Server, MYSQL, VLOOKUP, Pivot Tables, Access**
* UX Tools: **Figma, UXPin.**
* Insurance Software: **Guidewire Policy Center 9.0**

**Professional Experience:**

**Client: Amerisure, TX (Remote) Feb 2022 – till date**

**Role: Guidewire Business Analyst.**

**Project Description**: Enhanced Guidewire's Claim Center software to modernize Friday’s claims management process and improve customer service. New enhancements to the claim-center management system on time and within budget, resulting in a 10% reduction in claims processing time.

**Roles & Responsibilities:**

* Involved the use of Claim Center’s **workflow automation** capabilities, which could streamline the process and reduce errors.
* Worked on **Commercial lines** of **Property & Casualty Insurance** with **Policy Center** - - BOP, **Commercial Auto, Commercial Property Packages and Reinsurance**.
* Proactively analyzed the **subrogation** and **salvation** processes to identify the loopholes and worked with respective teams to implement the new changes.
* Responsible for special projects requested by company management or **Reinsurance** broker involving analyzing underwriting revenue and financial performance for company’s **Reinsurance** broker
* Worked to understand and improve the **claim lifecycle** from the information phase to segmentation, assignment, adjudication, payout, litigation, and recovery.
* Worked on claim center **integration with third-party vendors** for rental and towing services.
* Performed activities supporting the roll out e.g., the **UAT** template for Business User for **QA, QA Action** Item Register Template, and the **User Sign Off**, the **Help Desk Script** and **Action Steps** and Site Maintenance document.
* Worked on **Guidewire's UI testing** in **Policy Center** and **Claim Center** Screens for **Commercial** **lines** of business
* Involved in data dictionary analysis in the **CASE** tool to define cardinalities, relationships, entities, and attributes to create the **data model diagram**.
* Involved in **SWOT analysis** as part of strategy planning to summarize the external pressures and internal capabilities of the organization.
* Maintained **Requirement Traceability Matrix (RTM)** to record and track the relationship of the project requirements to the design, development, testing, and release of the project.
* Conducted Walk-throughs with the development and testing teams for **knowledge transfer and any clarifications.**
* Interacted and collaborated with the Guidewire team to modify the **Out of the Box** features based on business needs.
* Acted as primary liaison between the client’s department and the IT department to **perform analysis, review, and estimation** of client requests, prepared and reviewed requirements.
* Wrote Change Requests for different **LOBs.**
* Collaborated with SME and Product Owner on **Data Mapping** for accuracy between different data sets.
* Led testing and validation efforts for **Guidewire PAS**, ensuring system accuracy and adherence to business requirements.
* Served as a **liaison** between the **business team and the technical team** by identifying, understanding, and documenting their needs.
* Prepared requirements document for **Commercial Auto, Inland Marine, Crime, Worker's Compensation, Umbrella, Business Owners Policy, Commercial Output Policy,** and **Commercial Property Package**.
* Interacted with the Guidewire Development team on synchronizing the screens based on customizations
* Wrote **SQL queries** to pull data from derivatives data to perform data analysis, conduct data verification & amp; expected results based on the user requirements.

**Environment:** Agile, Visio, UML, Guidewire Suite, MS Excel, PowerPoint, MS Word, XML, Jira, Confluence, Zoom

**Client: First Chicago, IL (Remote) Mar 2019 - Dec 2021**

**Role: Guidewire Business Analyst**

**Project Description**: The objective of this project is to upgrade the existing legacy with the **Policy Center from Guidewire**. The initial focus of the project was to upgrade the **business owner’s policy line of business.**

**Roles & Responsibilities:**

* Following project guidelines and utilizing Artifacts of the Agile-Scrum Methodology to **integrate, implement, and update the Guidewire Policy Center** in different sprints.
* Performing **GAP analysis** and writing requirements detailing in-scope/out-of-scope items, as-is/to-be process maps, and critical test scenarios.
* Working on various policy Center features such as **UW issues, Activities, Moves Policies, Merge Accounts, and Forms.**
* Worked with various LOB, (Commercial Auto, Commercial Property, Personal Auto, Homeowners)
* Worked as a **Personal lines of Property and Casualty** Expert for interface to Insurer Business Partner on all facets of system design.
* In commercial auto worked with assessing risk, quoting and vehicles
* commercial auto screens worked with Qualification screens, Quote screens, and various screens.
* configured Driver’s screen, Vehicles Screen, and Modifiers Screen in Commercial Auto.
* Working on various transactions such as **New Submission, Policy Change, Cancellation, Rewrite, and Reinstatement.**
* Gathering requirements for the Guidewire Policy Center Configuration Team by **coordinating with the SMEs and Integration Teams.**
* Designing Guidewire Activity Patterns and working with the business users **through interviews and JAD sessions.**
* Documenting User Stories in the Product Backlog Drives the Story Review Meetings while ensuring that clear **Acceptance Criteria** have been derived for each **User Story**.
* Conducting **walkthroughs with the development and test team** to solidify the User Story/Requirements.
* **Configure rules** on Guidewire policy Center templates.
* Working in **Jira** extensively for the better management of User Stories for each Sprint.
* Worked on the requirements for **VIN** Integration through the user interface with Request-response parameters for receiving the desired data from **Price Digest**.
* Create user stories for **MVR Integration** by adding the right set of request parameters with the objective of receiving the intended response from **Lexis Nexis** through an **API call**.
* **Developing Screen mockups** and **wireframes** for the application to easily communicate it to the users, developers, and testers.
* Authoring **Data Flow and Sequence Diagrams** and **Business Process Models** as needed.
* Working in an **Agile Scrum Environment** with teams of BAs, developers, and testers throughout the **development life cycle**.
* Using **SQL** to query various databases and create reports for **various change requests**.
* Conducting **Sprint Demos** and assisting client BAs with Sprint Demos when needed.
* Supporting UAT efforts including providing direction to Business Owners writing UAT test cases, **facilitating UAT sessions**, and **triaging UAT questions** and **issues**.
* Worked closely with **technical teams** to translate business requirements into functional specifications and test plans, ensuring that all system changes aligned with **transactional needs.**

**Environment:** Agile Scrum, Guidewire Version 10, SQL, Microsoft Office suites

**Client: Safety National, IL. Jan2017 - Oct 2018**

**Role: Business Analyst**

**Project Description:** The project involved creating a web-based policy-issuing application for the Commercial line of business (General Liability, Property, and Casualty, Boiler, and Machinery, Inland Marine) and the migration from the existing Dos into the Web environment. I was working with the Guidewire Policy Center module, Guidewire Claim Center module, and associated with the Guidewire Billing Center module as well.

**Roles & Responsibilities:**

* Expertly performed **Gap Analysis** to identify the deficiencies of the current system and to identify opportunities for enhancements.
* Facilitated **JAD** sessions to understand business rules and requirements and documented them in a universal format for business users and developers.
* Documented **BRD** and **FRD** for user requirements.
* Gathering the requirements in **EPICS** and translated them into **user stories** by detailing the **functional** and **nonfunctional requirements.**
* Followed **RUP** methodology and guidelines throughout the project life cycle.
* Analyzed Requirements and created **Use Cases** and **use Case /Activity Diagrams using MS Visio**.
* Conducted **Walk-throughs** with the development and testing teams for knowledge transfer and any clarifications.
* Created **wireframes and prototypes** of the new interfaces to explain ideas clearly to the business users and the management teams.
* Worked along with the testing team towards **Test Plans, Test Cases, and Expected Results**, to verify the implementation of new features and enhancements, per expectations.
* Performed Defect Tracking using **JIRA**. Developed user manuals, and training material for user training.

**Environment:** SQL, XML, MS Excel, MS word, MS Visio, Jira, MS power-point

**Client: Nfinity LLC, India Jan 2015 - Sep 2016**

**Role: Associate Business Analyst**

**Project Description:** The project was based on **“Data Visualization”** for an organization that wanted to manage and understand their large Data sets and have a Management Dashboard. I was involved in analyzing and identifying the Stakeholder expectations, data pattern, and security interface to provide the solution.

**Roles & Responsibilities:**

* Analyzed **As-Is and To-Be Data** sets as a part of GAP Analysis and Impact Analysis.
* Analyzed User Requirement Document, **Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).**
* Identified and established communication with all key stakeholders, contributors, business, operations, and **technical resources** surrounding assigned projects.
* Gathering requirements through interactions, meetings, and **periodic** walkthroughs with potential users of the application.
* Support **UAT efforts** including providing direction to Business Owners writing **UAT test** cases, facilitating UAT sessions, and triaging UAT questions and issues.
* Created **Epics, Features, User stories, Gap analysis processes,** and **mockups**, based on business requirements and business rules.
* Worked on various Software Development Life cycle model types such as **Waterfall and Agile**.
* Participate in collaboration sessions with **business users, technical team, DBAs, and testing team** to analyze, compile, and validate the requirements like kickoff meetings, **facilitation sessions, grooming sessions,** and **planning sessions.**
* Researched, identified, and communicated with multiple teams on their dependencies for an end-to-end process enhancement and coordinated with these teams for feature **allocation, prioritization, decomposition, development, and end-to-end testing.**
* Developed and maintained documents in **SharePoint** and **Clarity documents repository.**

**Environment:** Waterfall Model, MS Word, MS Excel, Adobe, Microsoft Visual Studio.