



Divas Sharma

Functional Analyst

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Proposed Role: Business Analyst

Education

- ✓ MBA : Insurance Business Management | Birla Institute of Management Technology (2020-2022)
- ✓ BBA : Business Management | I.M.S. NOIDA, CCS University (2016-2019)

Work Summary:

Budding Business Analyst with an MBA in Insurance Business Management, have acquired experience in Lloyds Insurance Market and the US Insurance market (*overall experience of 3 years*), where I have gained valuable insights and hands-on experience, and expertise in the insurance industry, particularly in area of digitization and transformation.

Key Areas of Expertise

- ✓ Strong knowledge of Insurance Domain
- ✓ Agile methodology, Requirement gathering & analysis, Functional Specification, User Stories, Use Case Creation and Wireframes
- ✓ Communication and Collaboration Abilities
- ✓ Process Improvement and Optimisation
- ✓ Project Management

Certifications

- ✓ AINS 101: Increasing Your Insurance IQ, 2024
- ✓ AWS: Introduction to Generative AI – Art of the Possible, 2025
- ✓ IT Business Analyst Certification, QBI Institute, 2021
- ✓ Scaled Agile SAFe 5 Practitioner Certification, 2022
- ✓ Lean Six Sigma Green Belt Certification, KPMG, 2021

Professional Experience

➤ Hexaware Technologies: (November, 2023 – Present):

- Working as a Quality Assurance in the development Claim Payment portal for a client, involved in requirement gathering and analysis, engaging with the client and stakeholders, writing and executing test scenarios and cases and participating in sprint planning. (*April, 2025 – Present*)
- Worked as a Business Analyst in the Define Phase of the development of a Broker Portal and Product Studio (Product Configurator) for a client, involved in requirement gathering and analysis, engaging with the client and stakeholders, creating user stories, developing use cases, participating in discussions for designing wireframes, drafting functional specifications, and participating in sprint planning. (*September, 2024 – January, 2025*)
- Worked as a Business Analyst on the EUC Reports Migration project (Define Phase) for a client, involved in engaging with stakeholders, requirement analysis, migration strategies, data analysis, and compiling metadata. (*May, 2024 – August, 2024*)
- Worked as a Business Analyst in Blueprint 2 Lloyd's digitization program. Worked in the adoption services team, involved consulting clients and developing strategies regarding the latest market trends and their readiness for BluePrint 2. Also involved in working on client's portals, includes writing test cases, creating and executing test scenarios, and performing functional testing for the BluePrint 2 programme. (*December, 2023 – May, 2024*)
- Ensured effective communication, collaboration, and issue resolution with the Project Manager and team for successful project progress.

➤ IFFCO Tokio General Insurance Company Limited (April, 2023 – July, 2023):

- Worked as a Senior Executive in Reinsurance Department. Facilitated complete Reinsurance Facultative Inward and Outward, from risk acceptance to booking in the system.
- Facilitated Reinsurance data analysis and preparing reports on reinsurance premium, facultative claims and on-going liaison with all the required stakeholders for risk binding and active recovery of outstanding reinsurance claims.

➤ CGI Information Systems and Management Consultants Private Limited (December, 2021 – March, 2023):

- Worked as a Business Analyst in Property and Casualty Insurance.
- Worked on Ratabase (Insurance Rating Engine) to implement and retrieve premiums according to the client's needs . Requirement Analysis, Analysis Document, writing test cases, create and execute test scenarios, functional and regression testing.
- Also worked on Edge Policy Administration System (Policy and Billing Centre both).
- Worked with Project Manager and development team to understand and communicate the P&C Insurance Product vision.