Naga Venkata Surya Naresh Valavala

TECHNICAL LEAD - CCM/PMS/RATING/ LEGACY MODERNIZATION

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ABOUT ME

Multi-technology Technical lead/Subject Matter Expert with overall 18 years of experience in Property & Casualty insurance application development, support and management. Known for ability to design and lead teams to produce high-quality deliverables as per the customer needs. Experience in Waterfall and Agile models as well as Onshore-Offshore work models. Proven ability in leveraging technical and business insights to communicate effectively with client. Technologies with expertise include Mainframe, Rating, .NET, CCM Output solutions (Opentext, DocuMerge), Testing, Business Analysis and Project Management. Expertise in legacy modernization projects for CCM and Output Solutions.

CERTIFICATIONS

ACHIEVEMENTS

- ❖ Excellence award for individual performance - 2006
- ❖ AINS21 Certification
- ❖ Project Management Certification
- ❖ Open Text Level 1 Certification (NTT Data Internal)
- ❖ Certified Scrum Master from Scrum Alliance
- ❖ Received several accolades from Hanover Insurance/Erie Insurance
- ❖ Outstanding contributor Award multiple times
- ❖ Mendix Rapid Developer Certification
- ❖ AWS Cloud Practitioner Certification

EDUCATION

Bachelor's in Technology JNTU Hyderabad
2000-2004

KEY SKILLS

- ❖ CCM Architecture and knowledge
- ❖ Legacy modernization
- ❖ P & C Insurance Domain knowledge
- ❖ Legacy environments including Mainframe and DocuMerge
- ❖ Experience working with multiple clients
- ❖ Ability to lead and guide teams
- ❖ Agile (Scrum) and waterfall methodologies
- ❖ Problem solving and communication skills

TECHNICAL PROFICIENCY

IBM Mainframes, .NET, COBOL, DB2, C#, CGI RataBase, OpenText, Documerge, SOAP, REST Services, Microsoft tools, Jira, Agile Manager, HP Quality Manager, JMS Connector, Lotus Notes, Python, .NET

EXPERIENCE

Technical Lead – Commercial Lines

(Erie Insurance Group/Apr 2018 – Current/Team size: 10)

Currently leading the print (Both development and CCM work) for Erie Auto Program which is a brand new Auto product being launched by Erie in the Commercial space. Using the latest version of the software 16.6.4 for development for Exstream .
Working with the CCM team on various new solutions using Opentext Suite. Currently working on setting up Content Author and Empower.Have knowledge on StreamServe (CCE) which is not being handle thru control center in the new suite.
Also working on Compuset to Exstream modernization which includes moving everything on Mainframe for Print and move to Opentext.

Roles & Responsibilities:

- ❖ Work with Data Architects on creating logical and physical models for print work
- ❖ Work with Integration team to come up with xml schema
- ❖ Work on NewYork IDcard setup for Commercial Lines
- ❖ Create a design to set up online and batch flow for EAP
- ❖ Develop the application on OpenText Exstream 16.6
- ❖ Define unit test framework for Print testing using Aplitools.
- ❖ Work on Proof of concepts to use containers to generate HTML compatible quote and dec.
- ❖ Work on Containers and Multi-Channel.
- ❖ Compuset to Exstream Modernization
- ❖ Green Change Forms POC.

Ratabase Developer and CCM SME

(Hanover Insurance/July 2015 – Apr 2018 /Team size: 10)

Hanover uses PMS (Policy Management System) on Mainframe to handle the policy processing. As part of Externalized Rating, Rating is being pulled out of the Mainframe and will be handled externally. AP (Agency Port) will be responsible for hitting Externalized Rating thru webservice and Rating will return a premium back. Externalized rating is being designed using CGI's Ratabase Product Builder. Currently Personal Auto and Home is being coded. Umbrella, Dwelling Fire and Watercraft are in design process.

Roles & Responsibilities:

- ❖ Extract current rating algorithm from Mainframe
- ❖ Provide the info to the business and once final version is decided design the rating engine in Ratabase
- ❖ Create the Variables, tables, sync them up with Gold Standard Repository, code formulas
- ❖ Design flow chart and prepare the FLD.
- ❖ Reviewed and modified data files, including encoding and testing.

Technical Lead – Customer Communication Management

(Erie Insurance/May 2014 – July 2015)

Erie Insurance Group is generating output thru Compuset which is a Legacy software.
APV Dec redesign project deals with redesigning declaration pages, ID cards and other legal documentation thru HP Exstream.
HP Exstream is integrated with DsproWeb thru Integration wrapper service. Request and response are communicated thru SOAP request and data is fed thru a canonical xml. All the Personal Lines Auto states are to be converted to HP Exstream

Converted NY State Personal lines Data. Development is in progress for HP Exstream and the integration Layer.

Roles & Responsibilities:
- ❖ Proof of Concept to Integrate Dsproweb to HP Exstream thru SOAP
- ❖ Desinging NY ID card PDF417 barcode
- ❖ Writing up Technical Specifications for the team
- ❖ Developing webservices to Integrate HP Exstream to ECM (Enterprise Content Manager) for Archival process
- ❖ Working with Integration team to determine all xml layout to be passed to exstream
- ❖ Setting up new batch process for nightly runs
- ❖ Meeting with business to finalize on Requirements
- ❖ Designing architecture for multi channel support
- ❖ Upgrading HP Exstream software to version 9

    Proof of concept to use Live editor

Team Lead – Output solutions, Ratabase and PMS

(Hanover Insurance/ Aug 2011 – April 2014)

Hanover currently is using Documerge for reporting and output solutions. Documerge is at the end of the life cycle. Hanover is planning to convert its Documerge applications to Dialogue applications. This includes commercial lines applications and Personal lines applications which are currently on mainframe.

Roles & Responsibilities:
- ❖ As a SME in Documerge and developer in Exstream, created a step by step architecture to convert all the Documerge code and rulebases to HP Exstream.
- ❖ Create a process to dump all the existing forms in the EDL (Electronic Document Library) in PDF and dynamically import them in Exstream.
- ❖ Created tag to tag mapping for converting data tags in Documerge process to HP Exstream
- ❖ Designed sample Identification Card variable forms with data vertically aligned in Exstream to meet the business requirement
- ❖ Added 2D barcode to the system to accommodate the merging of existing Documerge output to Exstream output.

Developer/Senior Developer – Output solutions, Ratabase and PMS

(Hanover Insurance/ Nov 2005 – Aug 2011)
- ❖ Work on regular basis and provide status back to the Onsite managers on a timely Basis.
- ❖ Provide P2/P3 support of Personal Lines tickets. Acknowledge them on a timely basis and provide a report of number of tickets we worked on and fixed at the end of the week to the Onsite Manager
- ❖ Ensure the adherence of the process to the ISO 27001 and ISO 9001, SEI CMM quality standards by all the team members
- ❖ Clarify any Functional or Technical questions that team members have and provide required guidance on the project.
- ❖ Communicating with the onsite personnel for analysis and implementation of Work Requests
- ❖ Communicating with the users to resolve the problems logs – Production Support.
- ❖ Executing Work requests which involves analysis, coding, testing, implementation, and documentation