

ASHIT MANJUNATH SHETTY

DOB: 01/01/1984

EXPERIENCE SUMMARY	<ul style="list-style-type: none"> <li>Over 16 years of extensive professional experience in both life and non-life (general) insurance, with a strong track record of expertise in operations and system development</li> <li>Insightful experience in business analysis, including requirement gathering, system design, documentation, and functional testing; as well as the design and implementation of service channels, operations management, and product training.</li> <li>Expert in User Acceptance Testing (UAT) for key insurance applications, including Group Asia, Group Workflow, Issuance Portal, GC, and Integrated Product Development System (IPDS).</li> </ul>
CAREER OBJECTIVE	To work in a challenging and stimulating environment, with Strategic Quality Management, synergy and team building performing the right task the first time, within the norms of time management, leading towards a quality rich profit-oriented product. Open to work in a flexible manner in different work areas and environments.

## Educational Qualifications:

Title of the Degree with Branch	College/University
Bachelor Degree in Commerce	University of Mumbai
Higher Secondary School Certificate (HSC)	Maharashtra State Board of Secondary and Higher Secondary Education, Pune
Secondary School Certificate (SSC)	

## Relevant Employment History:

Organization	Designation
Tata AIG	Chief Manager/Delivery Manager
C2L Biz Solution	Business/Functional Analyst
Exide Life Insurance	Deputy Manager
Kotak Mahindra Old Mutual Life Insurance Co. Pvt. Ltd	Manager
ISE Financial Services Private Limited	Asst. Product Head

## Relevant Skillset:

Domain	Skillset
Insurance	<ul style="list-style-type: none"> <li>Requirements gathering and managing documentation and development across multiple lines of business</li> <li>Multi-project requirement tracking managing line of business wise prioritization and backlog.</li> <li>High-level understanding of different domain needs (Finance, Operations, Sales, Operation, Underwriters)</li> <li>Stakeholder management across multiple departments</li> <li>Managing multiple development systems and timeline alignment between them.</li> <li>Translating business requirements into technical specs for developers</li> <li>Regular collaboration with development teams to support implementation, Gap analysis and root cause analysis</li> </ul>
Office Tools	Microsoft Excel, Word, Power Point, Jira, Digital CRM-CMT.

## Experience Details:

## ❖ Employment Details 1:

<b>Employer:</b>	<b>TATA AIG General Insurance</b>
<b>Industry/ Sector:</b>	Insurance
<b>Functional Area:</b>	Information Technology
<b>Role:</b>	Business Analyst/ Delivery Manager
<b>Duration:</b>	April 2021 to Till Date

**Current Profile****Responsibilities:**

- Managing system development and system support for five key insurance lines of business. (Home, Personal Lines, Personal Accident (Group), Health (Group) and Travel).
- Oversee the full lifecycle of the project from requirement gathering to delivery, ensuring that business requirements are met within the agreed timeframe.
- Understand and analyze business needs, pain points, and objectives, translating them into detailed functional and non-functional requirements.
- Create detailed project plans, define milestones, and set deadlines to ensure the timely delivery of deliverables.
- Collaborate with business stakeholders to align IT initiatives with product goals, regulatory requirements, and market demands.
- Drive digital transformation initiatives to enhance customer experience, including self-service portals and mobile applications.
- Analyze business processes and identify automation opportunities to improve operational efficiency and reduce turnaround time.
- Ensure that deliverables meet the required quality standards. Work with QA teams to define and implement quality checks throughout the project lifecycle.
- Monitor team performance, set expectations, and ensure that each team member is contributing to the project's success.

## ❖ Employment Details 2:

<b>Employer:</b>	<b>C2L Biz Solution Pvt Ltd</b>
<b>Industry/ Sector:</b>	Insurance
<b>Functional Area:</b>	Information Technology
<b>Role:</b>	Functional Analyst
<b>Duration:</b>	October 2016 to Feb 2021

**Department: SUN Life Indonesia/Vietnam Project****Responsibilities:**

- Managed Sun Indonesia and Sun Life Vietnam Client as Business/Functional Analyst
- Requirement Gathering from Business Users, Preparing BRD on the requirement collected and Configuration of products and helping Client in development of new CR.
- Managing client engagement and Project Planning, allocation of work to developers, drafting solutions to meet the customer need.
- Co-ordinating & Liaising with Business Teams / Business Users & I.T. team for Project Requirements Gathering. Understanding the current business structure of the customer and mapping the business requirements into our Product.
- Identify gaps with the as-is solution of the customer and provide recommendations that best fit, customer need. Preparation of Gap Analysis document.
- Handling Change Requests (CR) as raised by the customer and providing the timeline and cost estimates.
- Conducting daily status update meeting with the development & testing team and weekly status call with the customer and preparation of the project status report. Reviewing Test case, Defect Detection and Tracking until closure
- Working out effort estimation and Delivery Timelines in consultation with the developers
- Providing solutions or customization to the customer to map the requirements that do not fit in to the Product.
- Providing Presentation of C2L Product to the Business Heads and demonstrating product features to fulfill Business requirements.

❖ **Employment Details 3:**

<b>Employer:</b>	<b>Exide Life Insurance</b>
<b>Industry/ Sector:</b>	Life Insurance
<b>Functional Area:</b>	Group Operations
<b>Role:</b>	Deputy Manager
<b>Duration:</b>	July 2015 to September 2016

**Department: Group Operations****Responsibilities:**

- Solely responsible for implantation of Group Asia Application for Term and EDLI products.
- Plan and execute entire conversion, processing and servicing of around 500 policies with a team of 10 members.
- Handle Audit and client escalations
- Handle internal as well as external customers and ensure resolution of their queries to facilitate smooth flow of business
- Identify and execute improvement through process revamp of various processes in the department to help improve TAT and productivity of the team and have better controls with error reduction
- Solely responsible for UAT of Term/EDLI products through gap analysis of existing products and current processes
- Coordinate with IT vendor for user requirements, macro and portal development.
- Prepare and finalize monthly MIS and IRDA reports

❖ **Employment Details 4:**

<b>Employer:</b>	<b>Kotak Mahindra Old Mutual Life Insurance Co. Pvt. Ltd</b>
<b>Industry/ Sector:</b>	Life Insurance
<b>Functional Area:</b>	Group Operations [Policy Servicing]
<b>Role:</b>	Manager
<b>Duration:</b>	June 2008 to June 2015

**Department: Policy Servicing Team (Group-Operation)****Responsibilities:**

- Led policy servicing for Employer Employee Group (EEG) and Financial Institution Group (FIG) with a team of 8.
- Oversaw quality checks of Endorsements, and Policy Contracts issuance.
- Managed direct client coordination for HNI clients and NDA-bound customers, ensuring 24-hour turnaround.
- Authored end-to-end process notes for FIG in coordination with Legal, Actuarial, and Sales teams.
- Handled stamp duty calculations, member data reconciliation, and conversion tracking for PSU banks.
- Delivered management dashboards, MIS reports, and supported audits (STAT, ISO, Process).
- Initiated and implemented process improvements

**Department: Pay-Out / COI Team (Group-Operation)**

- Managed Certification of Insurance (COI) dispatch PAN India as per client agreements.
- Quality control for addition/deletion endorsements, group pay-outs, and foreclosure/refund cases.
- Collaborated with legal, actuarial, and sales teams to align COI processes.
- Introduced a cost-effective vendor to improve TAT for COI dispatch.
- Led requirement gathering, impact analysis, and BRD validation for multiple operational projects.
- Coordinated with IT/vendors to align systems with business needs; reviewed functional specs and test cases.
- Executed UAT testing, prepared SOPs, and trained end-users and line members on new system functionality.
- Built project timelines and ensured adherence to delivery schedules.

**Department: New – Business/ Renewal (Group-Operation)**

- End-to-end servicing for HNI clients on new policies and renewals.
- Responsible for receipt reconciliation, policy contract preparation, and quality control of policy data.
- Addressed client and internal team queries, tracked premium payments, and followed up on discrepancies.
- Created conversion summaries, process notes, and renewal MIS reports.
- Managed outsourced teams and supported continuous process enhancement initiatives.

❖ **Employment Details 5:**

<b>Employer:</b>	<b>ISE Financial Services Private Limited</b>
<b>Industry/ Sector:</b>	Finance Department
<b>Functional Area:</b>	Operation (Personal / Home Loans)
<b>Role:</b>	Asst Product Head
<b>Duration:</b>	Jan 2008 to May 2008

**Responsibilities:**

- Interacting with Clients and fixing appointments
- Scrutinizing documents and completing the files
- Coordination with Multiple Banks, Credit Department for various cases
- Maintaining MIS for Banks and Customer
- Maintaining records processing status updates.
- Sending disbursement reports to higher authorities

**Soft Skills:**

- Ability to articulate complex concepts, requirements, and issues in a simple, clear manner for stakeholders at all levels..
- Ability to inspire, motivate, and foster collaboration among cross-functional teams, ensuring high morale and productivity.
- Being flexible in a fast-paced environment, adjusting plans or strategies when unforeseen issues arise.
- Building and maintaining positive working relationships with internal teams and external stakeholders.
- Willingness to learn new concepts, ideas and use new technologies.

**Contact & Personal Details:****Contact details**

- Address : B-202, Ganpati Vihar, Arunasmruti CHS, Sri Krishna Nagar, Borivali (E), Mumbai 400066
- Phone : 9833449046
- E-mail : ashitshetty0101@gmail.com

**Languages Known** : English, Hindi, Marathi, Kannada & Tulu

**Area of Interest** : Playing Cricket and Listening Music

In view of the above, I request your good self to be kind enough to give me opportunity to serve in your organization in the capacity mentioned above, which is act of your kindness and I shall remain oblige for.

Ashit M. Shetty

<b>Certificate Issued By:</b>	Vendor User One Date: 29.07.2025 07:25:38 PM
<b>Certificate Reviewed By:</b>	Engg User One Date: 29.07.2025 07:42:17 PM Engg / User Department (Cipla Ltd.)