

ASHIT MANJUNATH SHETTY

DOB: 01/01/1984

EXPERIENCE SUMMARY	<ul style="list-style-type: none"> 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 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. Expert in User Acceptance Testing (UAT) for key insurance applications, including Group Asia, Group Workflow, Issuance Portal, GC, and Integrated Product Development System (IPDS).
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"> Requirements gathering and managing documentation and development across multiple lines of business Multi-project requirement tracking managing line of business wise prioritization and backlog. High-level understanding of different domain needs (Finance, Operations, Sales, Operation, Underwriters) Stakeholder management across multiple departments Managing multiple development systems and timeline alignment between them. Translating business requirements into technical specs for developers Regular collaboration with development teams to support implementation, Gap analysis and root cause analysis
Office Tools	Microsoft Excel, Word, Power Point, Jira, Digital CRM-CMT.

Experience Details:

❖ Employment Details 1:

Employer:	TATA AIG General Insurance
Industry/ Sector:	Insurance
Functional Area:	Information Technology
Role:	Business Analyst/ Delivery Manager
Duration:	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:

Employer:	C2L Biz Solution Pvt Ltd
Industry/ Sector:	Insurance
Functional Area:	Information Technology
Role:	Functional Analyst
Duration:	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:**

Employer:	Exide Life Insurance
Industry/ Sector:	Life Insurance
Functional Area:	Group Operations
Role:	Deputy Manager
Duration:	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:**

Employer:	Kotak Mahindra Old Mutual Life Insurance Co. Pvt. Ltd
Industry/ Sector:	Life Insurance
Functional Area:	Group Operations [Policy Servicing]
Role:	Manager
Duration:	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:**

Employer:	ISE Financial Services Private Limited
Industry/ Sector:	Finance Department
Functional Area:	Operation (Personal / Home Loans)
Role:	Asst Product Head
Duration:	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