

Udayakumar Rajamani

Targeting senior level assignments in Business Analysis/Consulting / Product Development/ Project & Program Management/ IT Project Delivery with an organization of repute in IT or Insurance Industry



Phone: +91-8600997461



E-mail: rajamaniu@gmail.com



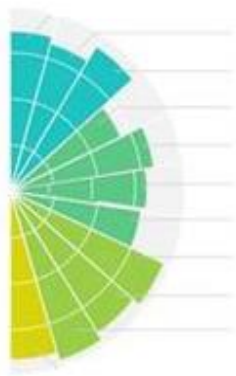
Executive Profile

Offering over 25 years of rich & valued experience including nearly 15 years of IT Leadership, Application Development, Techno-Functional Requirements, Solution Development, Virtualization, System & Business Analysis with proven track record of definition, & optimization of best-in-class IT applications and operations.

- Leveraged extensive exposure in SDLC to **deliver commitments**; gained exposure to generation of RFPs, RFIs, RFQs, development of business cases, project plans & analysis of performance metrics with project deliverables, as well as issues management and resolution as a part of **Project Management & Service Delivery** process
- Scaled up organizational business by supporting business agility, transforming struggling departments into successful, revenue generating operations through IT-enabled business processing
- Innovative & result-oriented leader bringing productivity improvements, **reduction of cost, effort via value addition, and reusable frameworks**; implemented **Waterfall and Agile framework both across various projects**
- Led **IT Product Development and Management, Project Delivery Management, Business Analysis/Consulting, and Operations** across Insurance domain
- Extensive experience across wide geographies such as **India, USA, UK**, The Netherlands and German insurance markets
- Supported the environment, both in production and continuous improvement phases; improved the experience for end users with leverage of technology; made **disaster recovery management, business development** plans
- Ensured operational excellence, **P&L management, capability building**, & infra/ODC set-up; formulated strategies to deliver optimal consumer solutions with innovative & cutting-edge technologies, value-for-money optimizations; proven capability to deliver competitive business positioning
- Defined the organizational structure of the IT Infrastructure function; coordinated in recruiting & hiring for needed roles; led the IT Infrastructure Team with inspirational leadership
- Handled Life Insurance, Pension, Medical Claim, Health, Annuities, Property & Casualty Insurance Types



Key Impact Areas



Product Management
Application Development
New Process Implementation
IT Roadmap Governance
Business Development
Process Excellence
Disaster Recovery Management
Scrum & Kanban Frameworks
Business Analysis



Soft Skills

Leader	<div></div>
Visionary	<div></div>
Intuitive	<div></div>
Analytical	<div></div>
Collaborator	<div></div>
Motivator	<div></div>
Innovator	<div></div>
Team Builder	<div></div>



Career Timeline



Notable Accomplishments Across the Career

Infintus Innovations, Pune

- Prepare Product focus, features, roadmap, business application strategies and manage product deliverables based on client discussions, commitments, organization strategy, etc
- Executing day to day Project management including organizing Agile Scrums targeting User stories in line with deliverables, ensuring Quality and timely delivery.
- Detailed Project Plan for all enhancements aligning client release plans, tracking, managing client communications/escalations, weekly reporting, resource allocations, effort tracking, invoicing, Requirement discussions, Solutions, etc
- Managing Operations of the Organization including establishing policies, designing and implementing business strategies, plans and procedures, controlling diverse business operations, monitor daily operations, performance evaluation and feedback, Demo to potential clients and fund raising ventures, relationship management.
- Administered resources, SLA-based support, training and timely cost-effective delivery without compromising on quality; imparted knowledge on important pillars such as Social Media, Big Data Analytics and Cloud
- Financial Planning and Management, Company income and expenses management, Cash flow forecasting and tracking, Cost Benefits Analysis of various investments, Financial Budgeting, Statements and reporting.
- Handled Solution Architecture with functional landscape of Digital Commerce and Data Analytics product

Policies365 Insurance Web Aggregators Pvt. Ltd., Pune

- Established & streamlined the operations; obtained documents, clearances, certificates and approvals from local, state and federal agencies; Ideated, conceptualized and prepared system and business landscape
- Worked directly with IRDAI for Web Aggregator License and regulatory requirements, insurance companies to create integration system and license to sell products
- Identified, finalized and formulated necessary software applications/ websites to ensure enrichment of customer experience insurance web aggregation business
- Assigned responsibilities to the right resources for maintenance of software application and infrastructure to ensure system operations without any hindrance in business continuity
- Handled partner management including Insurance Companies, TPAs, Hospitals, Tele-marketing, etc
- Working experience and solution in Life Insurance, Motor, Personal Accident, Critical Illness, Disability, Health, Annuities product types and strategies to source/service Micro-insurance through digital platform
- Handled Solution Architecture with functional landscape of Insurance Web Aggregator solution

Infosys BPO Limited., Pune

- Worked with Technical Architects to finalize end-to-end solution, coordinated the development and prioritized release calendar, scope, market trends, end customer pain points, analyst reports, and gaps in product features
- Identified team composition for product initiatives with appropriate combination of skills, expertise, & experience; managed & guided the team with consulting stakeholders on compliance requirements, issue resolution and delivery
- Grouped the entire functionality into logical Business Requirement Specification groups and assigned owner for Author and Reviewer; administered Product Development Team, resources and deliverables
- Ensured base changes for client requirements were addressed through base product development; gathered requirement to understand the current process/ rule and needs of the user from various user groups of the department
- Managed Business Analyst teams including defining requirement gathering strategies, understanding and interpreting Insurance and Postal Life Insurance Laws and regulations
- Organizing and arranging Requirement gathering workshops to gather requirements from Business Users and guiding the team to take domain decisions
- Organizing User experience meetings at various phases, at requirement gathering/Design with prototype solutions,

UAT phase with feedback on how the system usability can be improved and post Go-live phase with necessary trainings and walkthrough.

- Solution Architecture including Functional Landscape of all client facing, New Business/Service, Agent self-servicing and other peripheral applications

HCL Technologies Limited, Chennai

- Executed Business Manager function, converted customer/ process requirements into software requirement specification through definition of operational concepts and scenarios
- Developed and reviewed high-level design, detailed changes and product components; reviewed the functional test case and verified the suitability/ coverage of test scenarios and data identified
- Executed test scenarios, identified test data, performed functional testing, supported User Acceptance Testing and resolved queries and issues post-go-live
- Led and conducted due diligence and assisted the team in preparation of BAFO, RFI/RFP, domain training
- Managed defects and coordinated with IT Testing, Release Management and Defect Administration Teams
- Handled Occupation based pension system in The Netherlands with experience in modules handling new member induction, new pension products, contributions, reserves, fund administration, benefits, payouts, claims, commissions and pricing

Computer Sciences Corporation, Indore

- Analyzed market, sales and consumer trend, assessed impact on long and short-term strategies and shared the challenges with business
- Reviewed the business specifications, suggested improvements, verified that the system adhered to the functionalities and standards defined in the specifications
- Created ACORD compliant test suite, ensured the product met the specification, participated in business meets and analyzed new tools, understood specification and assisted Offshore Team

Life Insurance Corporation of India, Coimbatore

- Led a team of 5 Administrative Assistants and exercised financial powers at branch level in Life Insurance industry
- Sanctioned the policy loans and surrenders, scrutinized the request, verified the cash value, and ensured foreclosure actions in line with Monthly and Annual Reconciliation of Loan and Deposit Accounts
- Maintained books of account of the Branch Office as per IRDA Standards and generated management information system report



Professional Experience

Infintus Innovations, Pune as Chief Product Officer

Apr'17-Present

Key Result Areas:

- Acting as owner and key contributor for two strongest platforms, Digital Commerce and Intelligent Enterprise; managing development of end-to-end product features, strategy, roadmap of both the platforms and driving to closure
- Analyzing various potential business problems and pain points, identifying product development focus items; conceptualizing & updating all required business use cases for various products
- Preparing product roadmap for all the products taking into consideration business priorities, & phase wise features, and plans for each product aligning with overall product roadmap
- Reviewing and validating business and system requirements for various products; identifying Proof-of-Concept use cases for all the products depending on the clients and industry
- Monitoring tasks, raising invoices and bills to Clients, assessing Scope of Work, providing estimates and costs of projects with various options
- Identifying technology trends and evolving social behavior to support or impede the success of the business; evaluating technology platforms including web application frameworks and the deployment stack for product delivery
- Leading strategic planning to achieve business goals by identifying and prioritizing development initiatives and setting timetables for the evaluation, development, and deployment of all web-based services
- Participating as a member of the Senior Management Team in establishing governance processes of direction and control to ensure that objectives are achieved, risks are managed appropriately and the organization's resources are used responsibly, particularly in the areas of software development, office networks and computers
- Administering company's software revision and deployment processes as well as for the data privacy and security
- Collaborating with diverse Product Team, customers to develop use cases, specifications that describe implementation of the company's services as a web application



Previous Experience

Policies365 Insurance Web Aggregators Pvt. Ltd., Pune as Principal Officer

Apr'16-Apr'17

- Regulatory aspects, clearances, presentations and discussions, Formulation of policies and procedures for the organisation
- Ideation, Requirement, Solution and development of Digital Commerce applications to bring best in class end to end user experience, Insurance system integrations, Solutions to handle customer communications, complaint handling and resolution, Product roadmap and strategy
- Project Planning and monitoring. Agile Scrum and Kanban methodologies
- Preparation of Operation manuals and procedures, Business process flows for various scenarios or use cases, Operations management, budget controls and financing.
- Demonstration and soliciting of solution, System and business landscape of Web aggregation solution, Validation and Sign off, system audits and control

Infosys BPO Limited., Pune as Principal Consultant

Sep'12 -Apr'16

- End to end solution and development for one of the biggest system transformation project in India for leading government sector, RFP requirement solution design, Prototyping, Solution walkthrough with Business users Consulting management and planning, Requirement clarity, Additional requirements, SRS development, review and signoff, Requirement traceability, Data migration, validations and transformation, Requirement iterations, Solutions and Business process iteration based
- Base product development, Product strategy and roadmap, Product design, User flows, System landscape, Product delivery, Client management, Project Planning, Project management Agile methodology
- Consulting stream recruitment, career progression, KPIs, Performance monitoring and appraisal, feedback, increments, promotion, Benefits

HCL Technologies Limited, Chennai as Associate Business Manager

May'07-Sep'12

- Business Requirement elicitation, Specification, Design, Management, Traceability matrix, Validation, UAT support and delivery
- Preparation of High Level Design in line with requirement specification and system changes
- Business meetings, Status, Dependencies and Action tracking, Offshore Coordination, etc
- Recruitment drives, interview, shortlisting and finalizing offers
- Preparation of Test Plans, Test execution, Validations and signoffs
- System defect identification, resolution, tracking and closure

Computer Sciences Corporation, Indore as Senior Business Analyst

Mar'04-May'07

- Preparation of Enhancement Test Plans, Review, Test execution, Validations and signoffs
- Maintaining of Regression suites covering major product types including enhancement and release updates
- Functional, Integration and regression testing, Identifying of defects, tracking and closure
- Business meetings, Status, Dependencies and Action tracking, Offshore Coordination, etc
- Recruitment drives, interview, shortlisting and finalizing offers

Life Insurance Corporation of India, Coimbatore as Administrative Staff

Sep'93-Mar'04

- Financial Accounting including Journal Entries, Ledger, Trial Balance
- Reconciliation of Bank, Inter-branch and suspense maintenance
- Underwriting of Policies including medical, financial and history basis for both STP and NSTP cases
- Policy Servicing including revival/reinstatement, policy loans, surrenders, financial and non-financial requests
- Office Servicing including maintenance of leaves, attendances, stationery maintenance, personnel and industry relations
- Claims including notifications, registration, pending requirements, settlement and accounting.



Education

Fellow of the Institute of Public Accountants
Institute of Public Accountants, Australia

2018

Fellow of Financial Accountants
Institute of Financial Accountants, UK

2018

Associate in Reinsurance Administration Reinsurance Life Office Management Associate, USA	2016-2016
Fellowship in Life Management Institute Life Insurance & Annuities Life Office Management Associate, USA	2004-2006
Fellowship in Insurance Institute of India Life Insurance & Annuities Life Office Management Associate, USA	1994-2002
Fellowship in Cost and Management Accountants of India Institute of Cost and Management Accountants, India	1990-1996
Bachelor of Commerce Special Accounts & Taxation Bharathiar University, India	1989-1992



Personal Details

Date of Birth:	20 th June 1972
Languages Known:	English, Hindi and Tamil
Location:	C-703, Park Express Housing Society, Balewadi High Street, Balewadi, Pune – 411045