**Himanshu Shah**

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**PROFESSIONAL SUMMARY:**

* Around 7 years of work experience in Business System Analysis, Data Analysis, Software Design, Development, Implementation and Quality Assurance of client business applications with knowledge of the Software Development Life Cycle and Quality Assurance Life Cycle.
* Strong analytical, problem solving, decision making and project management skills. Proven success in Business Requirement gathering, Analysis, Business Process flows (As-Is and To-Be), JAD sessions, UAT, Cost Benefit Analysis and Work breakdown structure (WBS), RACI Matrix.
* Uses the Guidewire Claim Center for the claim management system for property and casualty insurance.
* Strong Experience on implementation of Guidewire Billing Center.
* Proficient in understanding the business requirements and developing technology specifications accordingly
* Expertise in Business Modeling and UML Diagrams (Use Case Diagrams, Activity Diagrams, Sequence Diagrams) using MS Visio.
* Well experienced of SOA Architecture, Internal and external Web Services (SOAP, WSDL, and UDDI).
* Involved Tested and Validated Billing data in Guidewire Billing Center.
* Experience in creating Test Plan and Test Cases for Functional and Non-Functional testing.
* Extensive Knowledge of Financial Analysis, Forecasting, Valuation, Planning and Budgeting.
* Worked on System Integration projects involving source-to-target mapping.
* Expertise in databases such as Oracle, MS SQL Server, DB2 and in writing Oracle SQL & PL/SQL queries.
* Experience with Data Warehouse (DWH) system including OLTP/OLAP concepts, Data warehouse modeling including star and snowflake schemas, concepts around Facts and Dimensional tables and how ETL and reporting tools work in DWH environment.
* Expertise in the different modules of the HP ALM (QC) such as the Requirements, Test Plan, and Test Lab, Defects modules.
* Good understanding in Defect Life Cycle for tracking the defects with Severity & Priority.
* Created, updated and maintained Requirement Traceability Matrix (RTM) to ensure that the test cases written covered the Requirements in BRD.
* Experienced in testing the reports for both cosmetic static content and data validations as perBRD/FRS document.
* Used SOAP UI to validate the response from various WSDL file.
* Excellent knowledge in extraction, cleansing and modification of data from/to various data sources like flat files and databases processing in a corporate-wide-ETL solution using ETL Tools like Informatica ,Ab Initio & SSIS.
* Proficient in querying various RDMS Systems like Oracle, DB2, Teradata and SQL server.
* Extensively used UNIX to run the Ab Initio graph from command line and Control-M error debugging.
* Validated reports from various BI tools like SSRS, Cognos, Micro strategy fortabular, Pie Charts, Bar Graph, gage, map metrics etc. for alignment, header, and footer and other attributes.
* Tested Informatica mappings to validate the business conditions and extensively involved in analyzing the logs created by Informatica to validate the record counts and other validations.
* Loaded Flat file, fixed length, and delimited files through Informatica into Teradata tables using Unix Shell scripts
* Experienced in performing data validation and preparation of test data in UNIX environment using various UNIX commands in VI editor.
* Extensively tested Scheduled jobs in Control M as per dependency matrix.
* Performed Sanity, Smoke, Positive, Negative, Integrated, System, and Regression Testing.
* Excellent organizational, interpersonal, communications, teamwork and leadership skills with proven skill to interact across multiple levels of organizations
* Quick learner, efficient, self-motivated and success oriented. Excellent written and communication skills and ability to work independently in a time sensitive environment

**TECHNICAL SKILLSET:**

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| **Modeling Tools** | MS Visio, Rational Rose, Mockup Screens,Requisite pro, Clear Case, Clear quest |
| **Project Management Tools** | MS Project professional, JIRA, Rally |
| **Methodologies** | Waterfall, Agile/Scrum/RUP |
| **Data Warehousing** | Data Marts, OLTP, OLAP, Query/Reporting, Multidimensional Analysis. |
| **BI Reporting Tools** | Tableau 8.3, Crystal Reports, IBM Cognos 10 (report & Query studio), SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS). |
| **Database** | MS SQL Server 2012/2008/2005, MS Access. |
| **Software** | Matlab, R, SAP-SD, Citrix, SQL, MS Visio, VB |
| **ETL Tools** | Data stage, Informatica |
| **QA Testing Tools** | HP Quality Center(QC), HPALM, Load Runner, MS Test Manager 2013 |
| **Web Technologies** | HTML, CSS, PHP, JavaScript, XML, Java, ASP.Net, C#, AJAX |
| **Documentation Tools** | MS Office Suite, SharePoint 2010/2013 |

**PROFESSIONAL EXPERIENCE**

**Hartford Insurance, Hartford, CT Dec 2017- Apr 2019**

**Sr. Business Systems Analyst/ Data Analyst**

The Hartford Financial Services Group is an insurer with a range of commercial and personal property/casualty insurance and financial products. Its commercial property/casualty operations include auto, liability, workers' compensation policies, as well as group benefits and specialty commercial coverage for large companies. The company provides third party administration services and disability management. The project GuideWire Claim Center was undertaken to upgrade the current Claim System used by Hartford Insurance to track its claim for both their owned Policy holders and third party applications.

**Responsibilities:**

* Performed requirements gathering from the business users of the system while adhering to SDLC (Software Development Life Cycle) industry best practices.
* Developed the ETL Informatica Mappings for importing data from ODS into subsequent data marts.
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, data dictionary and data analysis.
* Responsible for Data Extraction, Data Compilation, Data Analysis, Data Manipulation and Data Validation using SQL queries in a MS SQL Server environment
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, data dictionary and data analysis.
* Used Data warehousing for Data Profiling to examine the data available in an existing database.
* Used GuideWire software to track the claims of the policyholders.
* Used Microsoft Visio for Business Process Modelling and Data flow diagrams.
* Played a key role in data analysis and data modeling (model design, development, and model implementation) using SAS.
* Guidewire was specifically used by the team to implement the enhancement to expedite the claim process for unregistered users
* Used GuideWire to upgrade the current Claim system to track the claim of the policyholders and third party applications
* Involved in Managing Data modelling project from Logical design and implementation of Sybase Database
* Extensively used TOAD to write and execute SQL queries to extract the data from the database.
* Involved with the testing team to check the augmentations done previously using Guidewire.
* Provided data modeling support for numerous strategic application development projects.
* Responsible for Data Extraction, Data Compilation, Data Analysis, Data Manipulation and Data Validation using SQL queries in a MS SQL Server environment
* Worked on data modelling and produced data mapping and data definition documentation
* Responsible for creating test scenarios, scripting test cases using testing tool and defect management for Policy Management Systems, Payables/Receivables and Claims processing.
* Designed, developed and tested data mart prototype (SQL ), ETL process (SSIS) and OLAP cube (SSAS)
* Used the guidelines and artifacts of the Rational Unified Process (RUP) to strategize the implementation of Rational Unified Process effort in different iterations and phases (Inception, Elaboration, Construction and Transition) of the Software Development Life Cycle.
* Helped with Data Mapping between the data mart and the Source Systems.
* Analysis and Design of the Facets data model to ensure optimal system performance and tuning
* Used Informatica to extract and transform data from various DB2 database to the data
* Worked with project team representatives to ensure that logical and physical ER/Studio data models were developed in line with corporate standards and guidelines.
* Used data analysis techniques to validate business rules and identify low quality missing data in the existing Amgen enterprise data warehouse (EDW).

**Endurance Insurance, New York, NY Feb 2016-Nov 2017**

**Business System Analyst/Data Analyst**

**Description:** Endurance serve clients from Wall Street to Main Street providing high quality and services, underwriting specialty risk with a focus on property, casualty, agriculture, professional lines, and healthcare. The project aimed to replace existing legacy system to a web based application developed by GuideWire. The new application will be one stop shop for creating new, cancel, reinstate, and renew existing policies for the commercial line customers. Based on the customer information, system generates the quote evaluating with the risk involved to issue a policy / Quote, in integration with various other internal and external applications to complete the quote process.

**Responsibilities:**

* Worked as a Business Analyst/Data Analyst to translate customer product requirements into comprehensive, complete and accurate business requirements and functional specification.
* Gathered requirements for creating the rating inputs screen for the policy system.
* Interacted closely with End users from Underwriting & Claims teams and SMEs to understand and gather the business needs and requirements.
* Worked on Guidewire, extensively worked on Guidewire Policy center & Guidewire Claim Center
* Worked in the development a file of ACORD Forms used as the standards in all Property and Casualty markets, for both Personal and Commercial Lines of Business.
* Used GuideWire to upgrade the current Claim system to track the claim of the policyholders and third party applications
* Used Clarity to create, manage and mitigate project Issues, Risks and Change Requests.
* Defined projects and performed task scheduling, work breakdown structures using Clarity application.
* Worked on the commercial property and casualty domain and made specific changes to the same for the smooth flow of the process
* Used Rational Clear Quest to track Project Status, monitor workload and detect issues for Prototying Guidewire applications as per the requirements.
* Worked with underwriters, actuary to determine the rating algorithms for TO BE system.
* Assigning Zone Code information per Sentry standards to the territory codes from ISO Net.
* Strong hold on Data Warehouse with ETL process and domain knowledge of Claim processing, Group Insurance (GI),Plan Sponsor, Member, Product, Provider, Lab Results,
* Defined projects and performed task scheduling, work breakdown structures using Clarity application.
* Create and customize SharePoint site for effective project collaboration.
* Worked closely with business partners, SMEs and product owners to understand the process.
* Conducted Acceptance review with Product owners for the developed functionality.
* Participated in creating user manual and training users on the application software.
* Performed risk analysis of various features and managed risk registry for the project to avoid scope creep.
* Involved in creating test plans, test strategy and executing test cases for rating used for premium calculation and Quality Center.
* Participated in creating UAT test strategy, planning and UAT testing
* Responsible in managing and maintaining the defect tracking process.
* Analyzed user requirements, attended change request meeting to document changes and implemented procedures to test changes.
* Indicator field (electronic standard code) was added and moved to the enterprise datawarehouse to be stored on the claim line table
* Extensively used Informatica Designer to design, develop ETL jobs for extracting, transforming and loading the data
* Involved in the weekly status meeting to discuss the upcoming releases and changes in the hardware requirements and other major issues.
* Conducted JAD sessions, created Use Cases, work flows, screen shots and Power Point presentations for the Web Applications
* Involved in all SDLC stages under agile process in applications including Requirements analysis, implementation, testing, deployment and maintenance.
* Worked using Dashboard Reporting Tool for easy extraction of information.
* Generated and managed dashboards for project progress documentation design and organize the process flow for project reporting information management.
* Worked on requirements, analysis and design, project management, testing (functional and user acceptance tests)
* Assisted with user testing of systems (User Acceptance Testing), developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.

**Liberty Mutual, Portsmouth, NH May 2014-Jan 2016**

**Business System Analyst**

Liberty Mutual Home provides Auto and Home Insurance in various parts of USA. The RPW application is to get the online Quote & Purchase for Auto and Home Property. It deals with both Commercial and Personal lines of Insurances. It enables the customer to get Quick and Full Quotes of new Businesses for Auto and Home (Home owners, Renters, Condominiums), with enhancements.

**Responsibilities:**

* Interviewed Subject Matter Experts and recorded requirements in a format so that management and stake holder can review and understand easily
* Involved in designing business requirement collection approach based on the project scope and SDLC Methodology
* Coordinated and prioritized outstanding risks and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines
* Implemented UML methodologies to design Use Case Diagrams, Data Flow Diagrams, Activity Diagrams, and Sequence Diagrams
* Used SQL to query the database and performed data analysis.
* Conducted JAD sessions with Project’s Stakeholders identifying problems and coming up with best alternative to resolve that. Created targeted Questionnaires for SME’s to gather requirements
* Involved in designing physical and logical data model using ERwin Data modeling tool.
* Designed and implemented data integration modules for Extract/Transform/Load (ETL) functions.
* Involved in data warehouse design.
* Experience with various ETL, data warehousing tools and concepts.
* Created Test Data and tested SQL database referential integrity and unique constraints.
* Documented the complete process flow to describe program development, logic, testing, and implementation, application integration, coding.
* Created tables, view, sequences and indexes.
* Generated the Business Objects reports involving complex queries, sub queries, Unions and Intersection.
* Analyzed the existing reports of the reporting system in the database. Checked the consistency of the data after ETL process using SQL queries.
* Developed critical reports for Audition purposes, Created reports with Standard, Summary, Cross Tabs, SQL, Command Objects, Selection Criteria, grouping, sub reports etc.
* Verified the Data for the new Universe developed, comparing the BO Query Results to the analyzed data. Tuning & Enhance universes with SQL queries for the report performance in production environment.
* Wrote SQL Queries required for programming.
* Developed SQL queries and Procedures using SQL and PL/SQL.
* Created various Custom objects, Tabs, Workflows, Reports, Apex triggers and validation rules for the application.
* Created documentation for workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement the business logic.
* Worked with internal architects in the development of current and target state data architectures
* Worked with project team representatives to ensure that logical and physical ER/Studio data models were developed in line with corporate standards and guidelines.
* Resolved issues related to requirements during system testing and User acceptance testing (UAT)
* Provided estimates of resources required for assigned projects as well as contributing to the development and support of staffing plans and funding requests

**Property and Casualty Management System, Los Angeles, CA June 2012- Apr 2014**

**Business System Analyst**

Property & Casualty Management Systems, Inc. designs, develops, and markets property and casualty insurance management solutions. The company’s suites enable real-time data processing, web-deployment, policy administration, billing, and disaster recovery services. Additionally, it offers software designing, customization, and installation services.

**Responsibilities:**

* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Guidewire Claim Center is the project which was undertaken to upgrade the current Claim System to track its claim for both their owned Policy holders and third party applications.
* Coordinated with QA team in preparing for compatibility testing of Guidewire solution
* Developed Data Flow Diagrams and Data mapping agreement, illustrating the flow of data from the front end GuideWire Claim Center into the Application database Tables.
* Preparing and updating functional requirement specification document for Guidewire Claim Center 7.2 configuration on the out of box functionality.
* Worked on Commercial lines Property and Casualty Insurance including both policy and claim processing and reinsurance.
* Interacted extensively with Under Writers on training them and getting their requirements.
* Write XML business rules in the B2B order capture system for automation.
* Worked with Guidewire developers and prod support team to understand various functionalities in Guidewire Policy and Billing Center.
* Analyzed the business rules for Auto claim assignments throughout the US, so as to have balanced work load for all the claims reps. The Guidewire Claim center application uses Java to write data from Claim Center to Staging Tables as part of Distributed Team.
* Reviewed client business requirements to identify product gaps in the Guidewire product.
* Collaborated in building a business analysis process model using Rational Rose, RequisitePro, and Visio.
* Responsible for creating test scenarios, scripting test cases using testing tool and defect management for Policy Management Systems, Payables/Receivables and Claims processing.
* Organized Joint Application developments (JAD), Joint Application Requirements sessions (JAR), Interviews and Requirement Elicitation sessions.
* Created User Stories based on the discussions with SME's for the customization of Guidewire Product for the Policy center application, Billing Center and Claims Center.
* Process mapping, data cleansing, data migration and validation of data table structure in areas of sales, inventory, procurement, production and distribution.
* Involved with the technical team in understanding the XML file format required for Split loss process and Billing process.
* Implemented and harvested Business Rules from cross-functional teams like Claims, Product Pricing Team, Policy Admin Team and Actuarial Data using ILOG
* Worked in the RUP framework in requirements analysis management and used standard artifact and tool mentors suggested in RUP.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Prepared Business Requirement Documents (BRD’s) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Created macros for preparing test cases in Excel for validating process of P&L tool, order management, Allocation Strategies and Modeling.
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Involved in making Use Case Diagrams, Activity Diagrams, and using analysis and design models tools like MS Visio, Rational Rose through RUP, Agile and Waterfall Model.
* Helped with Data Mapping between the data mart and the Source Systems.
* Extensively used Test Director to review and update the status of entire testing process.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling.
* Participated in Documenting Processes and Policies in property and casualty insurance.
* Trained End-users and customer service agents on the CRM (Customer Relationship Management) application..
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML.
* Performed requirement analysis, went through all the use cases and issue logs.
* Worked extensively with MS Excel.
* Developed and maintained Service Oriented Architecture (SOA) governance process costing models and metrics ensuring architecture compliance.
* Provide customer service and support for Property & Casualty risk management needs.