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**Summary:**

* Over 7+ years of experience as a Business Systems Analyst with solid understanding of Business Requirement gathering, Business Process flow, Business Process Modeling, Data Analysis, Data Mapping and Business Analysis.
* Extensive experience in analyzing and requirements gathering and writing system functional specifications.
* Extensive success in translating business requirements and user expectations into detailed specifications employing Unified Modeling Language (UML).
* Strong Experience on implementation of Guidewire Billing Center 7.0, Policy Center 7.0 and Claim Center 7.0 integrations
* Experienced in vendor Insurance products - Advanced Claims (CSC), Policy Management System (CSC).
* Extensive experience in conducting Market Research, Feasibility Studies, Data Analysis, Data Mapping Gap Analyses, Risk Identification, Risk Assessment, Risks Analyses, and Risk management
* Strong business analysis skills and an understanding of the software development life cycle (SDLC) utilizing Rational Unified Process (RUP).
* Involved Tested and Validated Billing data in Guidewire Billing Center.
* Experienced in conducting requirement analysis, use case design, designing test plans and developed database schemas based on the logical models.
* Extensive experience in configuring data mapping between different Databases.
* Expert in commercial Property and Casualty and Personal Lines Insurance experience with national carriers.
* Extensive experience with data modeling and defining the conceptual and logical model of the data warehouse.
* Knowledge and vast experience of PMBOK and BABOK.
* In depth knowledge Rational Unified Process (RUP) methodology, Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D).
* Extensive experience in conducting Joint Application Development (JAD) sessions.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Knowledgeable in principles, working and structure of databases like Oracle, SQL Server and MySQL.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, Promodel, MS Excel, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Proficient in developing Use Case Model, Analysis Model, Design Model, Implementation Model, Use Case Diagrams, Behavior Diagrams (Sequence diagrams, Collaboration diagrams, State chart diagrams, Activity diagrams), Class Diagrams based on UML using Rational Rose
* Worked extensively on user requirements gathering, gap analysis, and development of functional speculations for critical mission accomplishing projects.
* Proficient in Functionality Testing, Black Box Testing, System Testing, Integration Testing, and Regression Testing.

**Skill set**:RAD, Six Sigma, Product Life Cycle, SWOT Analysis, GAP Analysis, Cost Benefit Analysis, Cost Effect Analysis, Unified Process, Agile Development and the employment of System Development Life Cycle (SDLC) Methodologies, AGILE/SCRUM, Windows 95/98/NT/2000/XP/7, MS Project, MS Visio, MS Office, MS Outlook, MS FrontPage, C, C++, SQL, PL/SQL, Java, Word, Excel, Rational Rose, RequisitePro, Rational Software Modeller, Clear Quest, Visio, Project, Oracle MS Access, SQL, OOAD, UML, RUP, SDLC, JAD, Rational Clear Case, Quality Center, Rational Test Manager, Win Runner, Load Runner, QTP

**Work Experience:**

**Property and Casualty Management System, Los Angeles, CA March 2013 to Present**

**Sr. Business 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
* Served as Property & Casualty Insurance SME, reporting to the President, addressing various Insurance industry issues as they arise and the point person for the development and adoption of the ACORD xml standards.
* 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.

Environment: Windows, MS Office(MS Word, MS Excel, MS PowerPoint, MS Visio), Macros, GuideWire, .NET, Crystal reports, Mainframes, Java, J2EE, RUP, UML, SQL, SWOT analysis, GAP Analysis, Win Runner.

**Hartford Insurance, Hartford, CT March 2008 - February 2013  
Sr. Business 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 Hartford also offers consumer homeowners and auto coverage. Through its wealth management division, the company offers financial services such as mutual funds

**Responsibilities:**

* Extensively used MS Visio to develop the solution concept, business timeline and wireframes.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Collaborated in building a business analysis process model using PowerPoint, 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.
* Analyed of business requirements and system requirements of the client and also for Property and casualty modules.
* Process mapping, data cleansing, data migration and validation of data table structure in areas of sales, inventory, procurement, production and distribution
* Understanding of various aspects of Insurance business like documentation of NB (New Business), policy administration, Sales and Marketing, Accounting, Actuarial, Underwriting, Claims, Products Pricing , Quality, Risk Analysis, AML guidelines, KYC Norms, SOX Rules etc
* Utilized Agile/ SCRUM and PMI methodologies to monitor steer and develop project objectives
* Involved with all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
* Working closely with the current data stewardship team with tasks such as data mapping, analysis of current and proposed data feeds to ensure data quality.
* Provided key initiatives in working with users in defining project and system requirements.
* Provided inputs in the strategic development of detailed project plans, work assignments, target dates etc.
* Was responsible for defining the scope of the requirements.
* Identified and scoped the current process gaps and system enhancements.
* Involved in project management using MS Project.
* Documented prescribed Process Improvement Framework (PIF) practices using a swim lane format
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, and data dictionary and data analysis.
* Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Worked on UAT testing and took signoff from the Commercial line of Property & Casualty business users.
* Helped with Data Mapping between the data mart and the Source System.
* Assumed ownership of Use Case Diagrams, Use Case narratives and other various artifacts.\
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling.
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Developed activity diagrams in Rational Rose software, so as to have a diagrammatic view of the workflow.
* Designed and developed the data load process using XML Style sheets and ACORD.
* 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.

Environment: Windows, MS Office(MS Word, MS Excel, MS PowerPoint, MS Access, MS Visio, MS Project), GuideWire, .NET, Crystal reports, Mainframes, Java, J2EE, RUP, UML, AWD, SQL, SWOT analysis, GAP Analysis, Win Runner

**State Farm Insurance, Houston, TX.      July 2006 to February 2008**

**Business Analyst/Data Analyst**

State farm Insurance is one of the leading insurance companies in the United States. The aim of the project is to help the customers to get a free online quote instantaneously. It also dealt with property and casualty insurance of commercial, auto and homeowners. This application also enabled the field agents/customer representative of the company to view prospective customer's data

**Responsibilities:**

* Actively participated in all phases of SDLC.
* Gathered analyzed and documented both business and technical requirements from formal and informal sessions and validated the needs of the business stakeholders.
* Analysis of business requirements and system requirements of the client and also for Property and casualty modules
* Worked on establishing and demonstrating a thorough understanding of the business models, processes, and priorities, and leveraged that knowledge in the development and delivery of scalable system solutions.
* Responsible for Commercial Insurance Standards rating and risk factors for Auto and Garage commercial insurance.
* Coordinate and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and considering deadlines.
* Analyzed system performance and initiated process improvement measures for mainframe and Web-based applications..
* Performed Gap Analysis of the processes to identify and validate requirements.
* Built good relationships with customers and IS colleagues to enable effective elicitation of technical requirements that have an impact on the client's business.
* Have sizeable adequate hands on exposure in Workmen Compensation, Commercial Insurance as well as Property & Casualty Insurance & its various intricacies
* Articulated and presented key findings, possible alternatives and recommendations to senior level management.
* Wrote detailed specifications and led the development for various reports generated using Cognos.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data and perform validation.
* Facilitated mapping sessions and identified/documented data Source-Target' mapping and for populating and maintaining reports on Cognos environment.
* Facilitated training programs to familiarize users on the Cognos ad-hoc reporting environment.
* Prepared an ROI analysis report plan for evaluating the commercial off the shelf (COTS) and supported the change management of COTS application platforms.

Environment: SQL Server 2000, Pl/SQL, Rational Suite, Crystal Reports, Oracle, UML, MS Office, MS Visio.