**Raj Onta**  **Email:raj.onta1987@gmail.com**

**Business/Data Analyst Tel: 410-428-4348**

Highly Motivated IT Professional with 8 years of professional experience in business analysis, business process analysis, business requirements, database design, business process modeling and strategic planning in the field of Insurance and Finance domains. Domain knowledge of Insurance industry with very challenging and demanding work environment. Broad experience in Property and Casualty Insurance including Auto, Home, and Marine Life insurance/Annuities

**PROFESSIONAL SUMMARY:**

* 8 years of professional experience as a Business analyst with expertise in business process analysis, business process modeling, business requirements, database design, strategic planning, and business analysis in the field of Insurance.
* Highly experience in Property and Casualty Insurance such as Auto, Home, Marine, and Life Insurance.
* Functional knowledge of various modules of Insurance like channel management, policy servicing, claim management, underwriting, reinsurance, and finance.
* Extensive documentation experience including writing User stories, acceptance criteria, and Functional requirement documents (FRD) and mapping documents using tools like Rally, Blueprint.
* Through understanding of insurance laws, regulations, and company polices.
* Strong business analysis skills and an understanding of the Software Development Life Cycle (SDLC) utilizing Rational Unified Process (RUP), Agile: XP, Scrum and waterfall.
* Ability to gather business and technical requirements from both formal and informal sessions utilizing a variety of software tools including rational tools.
* Worked on n-tier Architecture, SOA, ESB, XML Parsers, SAX, DOM, XPath, Hyper Text Transfer Protocols (HTTP), HTTPS, TCP, FTP, web services APIs like SOAP and RESTFUL
* Proficient in Guidewire platform 7.0 workflow Billing and Policy Center.
* Excellent skills in writing Business Requirement Documents, Functional Requirement Documents, System Design Specification, Workflows and diagramming skills for drawing UML diagrams such as activity diagram, sequence diagram, use case diagram, and class diagrams.
* Experience in conducting requirement analysis, use case design, test plan designing, and developing database schemas based on the logical models.
* Experience acting as a Liaison between business stakeholders and development/QA team to mediate client issues and technical feasibilities and recommend efficient solutions
* Experience working on Test Plan, Test Scenario, Test Cases along with conducting Integration Testing, Functional Testing, Performance Testing, Smoke Testing, Regression Testing, Sanity Testing and User Acceptance Testing (UAT) in coordination with the QA testing team
* Experience of working on End-To-End implementation of Data warehouse.
* Proficient in documenting ETL specification and Data Mapping document.
* Well versed in SQL queries, OLTP, and OLAP system for Data Mining and Data Profiling.
* Extensive experience in scripting SQL queries for Report Validation, Data Analysis Quality Assurance purposes
* Developed efficient business relationships with various client teams in order to process and support requirements, develop tactical and strategic plans to implement technology solutions, and effectively managed client expectations.
* Team player and self-starter with excellent communication, coordination, documentation, project planning, and interpersonal skills.

**TECHNICAL SKILLS:**

**BA Expertise :** Waterfall, RUP, Agile (Scrum), Agile XP

**BA skill :** UML, Use cases, activity diagram, data mapping, JAD sessionetc

**Databases                    :** Oracle, MS SQL Server (2000 /7.0)

**Data Connectivity         :** Networking, TCP/IP.

**Design Tools                 :** MS Visio, Rational Rose, Erwin, Rally, Balsamic, Mockups

**Testing tools                  :** Rational site Load, Test Manager, Quality Center, Rational Clear

Quest, Rational Clear case

**Methodology** : Agile Scrum, RUP, Waterfall,

**Others                            :** MS Office, MS Project.

**Version Control              :** VCS, CVS

**WORK EXPERIENCES:**

**Client: CCMC, San Mateo, CA**

**Duration: Nov 2015- June 2017**

**Role: Business Analyst**

**Project Description:** The project goal was to replace the legacy SMART system to a web based application. The project included generating Quote and issuing the policy through Home Quote Portal. The new application was able to create a HH, rate the quote, and issue the policy for the personal line of business. Project used Agile Scrum methodology.

**Responsibilities:**

* Worked closely with business partners, SMEs and product owners to understand the process.
* Suggested process change and re-engineering as needed based on requirements gathered.
* Conducted requirements gathering using JAD session and interviews for creating the rating inputs screen for the policy system.
* REST API documentation of a Cloud Services Aggregator Solution. This document is the API contract for all external systems and applications.
* Supported the Supply Chain and Quality business process areas over multiple locations in the United States.
* Used jQuery AJAX request/response and JPA to form the integration between Front-end and Middleware API's.
* Communicate system and architecture design to all HEDIS program and other stakeholders.
* Working in the analysis phase of developing shared web service platforms, including SOAP and Restful API's.
* Responsible for secure batch data flow to downstream systems using Middleware Java technologies.
* Analyzed and documented performance/security/User Interface Branding requirements for the application.
* Created user stories, use case diagrams, and process diagrams based on business requirements.
* Analyzed and documented requirements for Basic Screen, Property clue, Loss history, Endorsements, Coverages, Rating, and Issue policy.
* Implemented and used tools like Swagger and Firefox Rest Client for Restful API.
* Involved in the weekly status meeting to discuss the upcoming releases and changes in the requirements.
* Performed GAP analysis on AS-IS and to TO-BE document.
* Involved in creating test plans, test strategy, and executing test cases for rating used for premium calculation.
* Analyzed user requirements, attended change request meeting to document changes and implemented procedures to test changes.
* Worked with underwriters on drool rules, GUI rules, and UI rules.

**Client: Erie Insurance, Philadelphia, PA**

**Duration: October 2012 – October 2015**

**Role: Business System Analyst**

**Project Description:** The main goal of the project included upgrading the generation old company Policy administration system with the Guidewire policy center platform. The application would generate automated quote, policy lifecycle - Product definitions, Endorsements, Underwriting, Quoting, Renewals, and Binding, expand the areas for risk details, and allow automated and manual policy renewable features. This project used Agile Scrum methodology.

**Responsibilities**:

* Empowered the users by configuration of client information in the Guidewire’s out of box functionality and customizing as company’s requirement.
* Involved in collecting user stories from the Insurance company on the different workflow such as policy submission, policy change, cancellation, renew, reinstate, rewrite, and audit.
* Validated XML data in the API using soapUI with HTTP methods.
* Helped underwriters by Rules based underwriting system which increased the efficiency.
* Created user friendly interface that support multi-tasking for optimal productivity.
* Engaged with management with estimates, budgets, and software selection.
* Answered questions from business team, technical team, and testing team, researched issues and supported the project team at various stages in project.
* Decomposed high-level requirements into details, abstract up low-level requirements into business and technical requirements.
* Analyzed project impacts by performing GAP analysis, identifying upstream and downstream dependencies.
* Created use cases, process flow models, data flow diagrams, and logical flow diagram using UML for various functionalities.
* Conducted migration rules review session with SME’s and converted them into business language.
* Illustrated Auto, Bind, and Unbound approval flow functionalities using UML diagram such as activity diagram.
* Created QA and UAT test strategies, including regression and integration testing, wrote test scripts, end-to-end testing scenarios and test plans, managed testing, defect reporting, and change requests.

**Client: Foremost Insurance Group, Baltimore, MD**

**Duration: Sep 2009 – Sep 2012**

**Role: Business Analyst**

**Project Description:** The Project goal was to automate the quoting systems and enhance the CRM by providing real time monitoring for its auto insurance division. The Project was undertaken to enhance the existing functionality of convenient access to real-time quote information and ability to download quote information. The application also helped agents to obtain quotes for their customers.

**Responsibilities:**

* Interacted with the client departments and the Information systems IT department to perform analysis, review, and estimation of client requests, prepared and reviewed requirements and client documentation for Personal Lines Property and Casualty business.
* Extracted the Business Requirements from the end users keeping in mind their need for the application and prepared Business Requirement Documents (BRD) using Rational RequisitePro.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams using UML, and Business Process Modeling.
* Created REST endpoints for consumers of application data.
* Performed Business Process Mapping and performed AS IS and TO-BE analysis
* Developed test plans in conjunction with team leads and business personnel and perform unit, integration, regression testing.
* Analyzed the business and functional requirements of the application and developed detailed test plans and test cases in Test Director.
* Reviewed Development Plans, Quality Assurance Test Plans, and User Documentation to ensure correct interpretation of original specifications.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.

**Client: Paramount Insurance Co. Gwynn Oak, MD**

**Duration: May 2007 – August 2009**

**Role: Jr.Business Analyst**

**Project Description:** The project goal was to involve in developing Right, a web based system for quoting, and maintaining along with issuing auto insurance policies.

**Responsibilities**:

* Developed the scope and vision documents that defined the primary goals, objectives, and scope of the project.
* Designed and worked on successfully developing web applications that allow independent sales agent and underwriters for quoting, rating, processing, and tracking applications.
* Created screen-mockups using iRise to renew the requirements and provide feedback on the screen design.
* Prepared business Requirements Documents (BRD) and got signed odd to be used by the developers.
* Designed and developed Use cases, Activity diagrams, and Sequence Diagrams using Unified Modeling Language (UML), and with Rational Rose.
* Worked with the development team during the design, build and test phase of the system projects to clarify business requirements as required.
* Developed as-is and to-be business processes using BPMN standards.

**EDUCATION:**

Bachelor in Arts and Science Information System: University of Baltimore, MD