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SUMMARY:

* 7 years of consistent experience in the following areas: Ability to Elicit, Analyze, gather and document Business Requirements, experienced in writing Use Cases. Proficiency in SDLC life cycle, understands the workflow concept, ability to gather and document the 'As-Is' and 'To-Be' processes
* Strong knowledge in Insurance Industry like Underwriting, Worker’s Compensation, Billing and claims in Life Insurance, Property and Casualty, Auto and Personal Insurance.
* Experienced in gathering and documenting test Scenarios and ability to train users to translate technical requirements and translate them to a business audience
* Analyzed and documented the limitations of the billing and Claims system.
* Using project management tools like MS-Project for status reporting and planning.
* Creative and aggressive self-starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments
* Gathered requirements in compliance with Sarbanes-Oxley Act (SOX).
* Maintenance of Test Matrix and Traceability Matrix, source to data mapping documents, also worked extensively with ETL process for data migration to new EDW.
* Strived to understand not just the technical needs of the client but also gained an understanding of the businesses
* Writing Use cases and producing Use Case Model, Analysis model, Behavior diagrams (Sequence diagrams, Collaboration diagrams) and Class diagrams based on UML Methodology & Business process flow diagrams using Visio Using Rational Unified Process (RUP), Rational Rose, Requisite Pro, Software Development Life Cycle (SDLC) processes and methodologies
* Requirement gathering through interviews, workshops, JAD sessions with clients, developers and QA Analysts and referring to existing system documentation and procedures
* Writing & documenting Business Plan, Requirements Document, Functional Specification Document, and Test Case
* Defining Test Cases, analyzing bugs, interaction with team members in fixing errors and User Acceptance Testing (UAT)
* Strong knowledge in Insurance Industry like Underwriting, Worker’s Compensation, Billing and claims in Life insurance.
* Highly motivated, organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast changing technologies.

**TOOLS:**

Project Methodologies : Rational Unified Process (RUP), UML

Business Modeling Tools : Rational Rose, MS Visio

Requirement Management Tools :Rational RequisitePro

Defect Tracking Tools : Rational Clear Quest, Quality Center, Trac, HP Service Manager

Operating Systems : Windows NT/XP/2000, UNIX

RDBMS :Oracle, SQL Server, IBM DB2

Quality Assurance : Software Application Testing Life Cycle

Business Applications : Microsoft Office Suite

Design Tool & Languages : Microsoft Visio, SQL, COBOL, and JAVA

**PROFESSIONAL EXPERIENCE:**

**FCCI Insurance Company, Sarasota, FL June 2014 – Present**

**Sr. Business System Analyst**

FCCI is one of the largest Property and Casualty insurance companies that use a regional focus to provide comprehensive Property and Casualty insurance coverage for the commercial business owners. They sell insurance products through a network of independent agents who share their commitment to excellence and customer service. As a Business Analyst, I worked in different new projects and participated in on-going project to enhance to New Agent Module. I also participated in Claims Processing module and trained FCCI staff and different Agent groups who were member of FCCI Agent Group. I Implemented Various Procedures in Oracle Environment and Implemented Commercial Lines of Insurance. As a Business analyst my main responsibility was to provide valid policy information to the Claims application- Guidewire.

**Responsibilities:**

* Responsible for Gathering Requirements from business users through interviewing groups, one-to-one sessions and Joint Application Development (JAD) session.
* Participated in Primary and Secondary Research in the Identification of User’s Specifications needs.
* Documented Business Requirement Document and transformed into Technical Requirement document which was used to implement the solution.
* Produced System Diagrams, Business Requirements, Report Specifications, Workflows and other documentation as required for Project Analysis, Planning and Design.
* Ensured that relevant UML diagrams and Tools (Requisite Pro) were used in all requirement documents e.g. User Requirements, Functional Specifications.
* Extensively worked with Underwriting, Worker’s Compensation, Billing and claims in Life insurance.
* Knowledge of claims Guidewire systems and policy administration system.
* Gathered business requirements through interviews, surveys, JAD sessions and observations and created the
* Business Requirements documentation for building UI for viewing data through Guidewire Policy Centre and Claim Centre.
* Performed extensive Gap Analysis between the Company's Legacy System and Guidewire Billing System.
* Assisted in the documentation of requirements for the GuidewireClaimCenter claims management system as a business analyst.
* Prepared Flow Diagrams, Sequential Diagrams in MS Visio.
* Involved in working with the developers and the environment support teams to resolve issues.
* Interlaced with the Users for the User Acceptance Testing (UAT)
* Conducted Alpha, Beta and UAT testing.
* Conducted the final user-acceptance testing (UAT) and usability testing.
* Conducted manual data integrity testing using SQL
* Maintained Traceability Matrix with help of Quality Center.
* Facilitated Focus Group Meetings and (JAD) Sessions to adequately access business needs
* Met with client groups to determine user requirements and goals. Utilized RUP to configure and develop process, standards, and procedures
* Conducted JAD/RAD Sessions and GAP Analysis for understanding the workflow.
* Assisted the development team during the second and third iteration using the RUP model.
* Managed critical paths and bottlenecks in conjunction with Project Tracking Reports for Senior Management with the help of UML.
* Reviewed Stored Procedures for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Data mart (Oracle).
* Increased process efficiencies and reduced development cycle time across department by spearheading the implementation RUP methodology.
* Extensively involved in mapping data from various sources and formats (flat files, XML files and web services) to the target database.
* Setting up Enterprise Data Warehouse (EDW) and associated ETL service to generate business reports.
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using advanced SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same
* Created data model that visually represents the nature of data, business rules governing the data, and how it will be organized in the database.
* Formed advanced SQL Queries and used Microsoft Excel to investigate data issues in the Data Warehouse and worked with the Users and Technology Team to formulate a solution to resolve the issue
* Assisted the team members to develop Service Oriented Architecture (SOA), and data warehouse system (EDW) to utilize data mining for data analysis.
* Continuously worked with database while gathering the business requirements for the inbound data feeds and outbound data feeds for the finance department
* Worked with Data Warehouse for data mining, making consolidated reports and finding relationships & correlations
* Documented business processes, operational processes and fulfilled test case and testing plans
* Wrote extensive SQL queries using PUTTY on a UNIX / LINUX platform to communicate with the Oracle Backend for data accuracy, integrity and security checks.
* Experienced in modeling Transactional Databases and Data Warehouses using tools like Erwin and Informatica and Cognos to generate the reports
* Worked with ETL (Informatica) developers for creating real-time data interfaces and DB extracts (ETL Design).
* Tracked and reported event activity and/or trends that have occurred resulting from the data load to the client counterpart
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.
* Documented the dimensional models of ETL system.
* Responsible for documenting trade reconciliation, clearing and settlement.
* Articulated UML through Use Cases, use case document by specifying actors, normal flow, sub flow, alternative flows
* Documented XML file processing use case as well as identified XML file level processing errors.
* Performed SQL queries for retrieving, organizing the database with general commands like select, create, update, and joins.
* Conducted Data analysis using SQL on the backend databases for producing mapping documentation and transformation rules for developers
* Worked closely with the project Manager in planning, coordination and implementing methodology

**ENVIRONMENT**: MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), .NET, Oracle, Agile, UML, SQL, SWOT analysis, GAP Analysis.

**American Family Insurance, Madison, WI March 2013- April 2014**

**Business System Analyst**

American Family Insurance is a Property & Casualty Insurance Company based in Madison, WI. Worked as a Personal Lines Policy Center Business Analyst. The project focused on implementing Guidewire Policy Center for 19 States. Worked more closely with the Personal Lines Auto Team, but also worked on some key Property Functionalities. The project requirements were mainly elicitation and presentation of requirements, dev/test support and triaging defects during Functional, SIT and UAT phases of testing.

**Responsibilities**

* Conducted interviews, document analysis, design workshops, surveys, use cases, and workflow analysis for gathering requirements. Also, analyzed Software Requirement Specification and designed documents.
* Addressed all aspects of the claim processing lifecycle, starting from identifying a claim right up to closure.
* Collaborate with developers and testers to iteratively, incrementally discover, develop, and deliver valuable, working software each sprint during Guidewire Policy Center integrations.
* Used Guidewire software to track the claims of the policyholders.
* Used Guidewire to upgrade the current Claim system to track the claim of the policyholders and third party applications
* Conduct workflow analysis of internal trading systems market data, connectivity, and order execution needs, as well as Used Guidewire policy center for all policy transactions
* Collaborated regularly with multiple teams including but not limited to Guidewire Configuration Management Teams, and System Integration Tool teams in order to meet the team's goals each sprint
* Created documentation related to business processes, functional requirements and workflows creating technical diagrams, artifacts, mockups, etc., to accompany business requirements documents.
* Created and maintained Business Requirements document and System Requirements document. In addition, was responsible for getting appropriate sign-offs and approvals.
* Performed Functional and Performance Testing on Property and Casualty Modules.
* Initiated business re-engineering process to implement long-term business objectives regarding product, price and automated decision in the existing application.
* Made use case to generate functional requirements.
* Extensively used Rational Rose for process flow diagram (data flow), sequence diagram and collaboration diagram.
* Performed Requirements Analysis and Design using Rational Rose, analyzed and documented the System specifications, Business requirements and detail design of the business using Requisite Pro for the requirement tracking and analyzing.
* Utilized and improved the existing processes for software problem identification, escalation, and resolution. Regularly reviewed and revised project processes to ensure accurate and timely results.
* Created progress and completion reports for project management on a weekly basis. Worked closely with management to keep track of the status of project and draft strategies for the near future. Used MS Project to manage schedules, deadlines, resources for the project.
* Involved in testing the Property & Casualty application, which delivers the online Auto Insurance information related to the accidents.
* Conducted and participated in walkthroughs to generate consensus, maintaining quality and resolve issues among different stakeholders in the SDLC.
* Provided inputs to the project plan so that project plan exactly reflects the status of the project.
* Performed the GAP Analysis and Impact Analysis for all business requirements having an impact on the existing application.
* As Scrum Master involved in Scrum Sprint Planning Sessions, Backlog Grooming, Sizing, Sprint Retrospectives & Reviews, Daily Standups, User Stories and Acceptance Criteria.
* Worked extensively on Business Requirements, Functional Specification, Data-Integration, Data Mapping, and Data Warehouse access using SQL and Crystal Reports, ETL process, use cases modeling (UML) using MS Office (Word, Excel, Access, Visio) and dashboards
* Worked with ETL (Informatica) developers for creating real-time data interfaces and DB extracts (ETL Design).
* Created UML Diagrams like Sequence Diagrams, Activity Diagrams and process flow diagrams to elaborate the new processes using Rational Rose and MS Visio.
* Worked with Carriers to gather their requirements and created mapping documents and interpreted XML documents.
* Prepared the requirements traceability matrix to ensure that all the business requirements are traced to system requirements and all system requirements are traced to one or more test cases.
* Troubleshooting and resolving any implementation issues with data feed, etc.
* Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs
* Reviewed test plan to ensure that testing resources are optimally utilized.
* Interacted with the business for training the end-users.

**Environment:** Guidewire, Windows XP, RUP, UML, SQL, Rational Tools, MS Visio, MS Word, Excel, PowerPoint, Access.

**Guardian Life insurance, NYC, NY October 2011 – January 2013**

**Business Analyst**

Guardian is the fourth largest mutual life insurance company in America, with 145 years of experience in providing diversified financial solutions, including life insurance, Property, and casualty (P&C) insurance, disability income insurance, retirement services, employee benefits, annuity, and investments. An application for the Defined Benefits Administration and printing the retirees' was developed to maintain the records of employee retirement benefits, provide retirement estimates and projections for the employees, as well as Calculating retirement checks and Payroll.

**Responsibilities:**

* Analyzed System and Functional Specification documents.
* Created a Test Strategy to be implemented across the web integrated system.
* Implemented a modified RUP for managing requirements.
* Involved in UML diagrams and design of Use Case Diagram, Class Diagram, Sequence Diagram, and State Diagram for project documentation using Select Enterprise.
* Tested security privileges of the application for individual users as well as group access. Extensive interactions with the client and the management teams to understand the requirements and report the status of the testing efforts on their applications.
* Using SQL and TOAD analyzed the Business by performing data analysis and also monitored the databases during production support.
* Defined data mapping rules and created source data for the ETL.
* Worked closely with the VP for planning and organizing all project activities.
* Collaborated with developers as needed to determine the root cause of defects, report software bugs and re-tested the fixed issues.
* Checked validation of the application against the requirements, was involved in writing several test cases for UAT and Unit Testing.
* Interacted with developers to get involved in meetings and walkthroughs and was responsible for weekly status reports.
* Understanding of the as-IS Systems (Current Environment) and the development of the To-Be Systems (Target Environment).
* Created Data Mapping to document to migrate data from the existing system to the new system
* Assisted team with Data Mapping and Data Extracting Strategies for data migration.
* Wrote SQL queries to validate that actual test results match with expected results
* Developed timelines for project delivery, and managed enterprise projects and resources to successful completion.
* Designed and executed Test Plans and Test Cases and generated Test Scripts and Test scenarios.
* Coordinated User Acceptance Testing with the UAT group to ensure the correct business logic.
* Developing the test strategy based on the provided Test Planning and Test specification Documents.
* Analyzed and Executed Test Cases and Test Plans based on software requirement specifications and Functional specifications.
* Used Defect Tracking System in Quality Center to report, update and analyze the defect.

ENVIRONMENT: MS Visio, UML, HTML, Oracle, Agile, Open Image, RUP.

**Travelers, NYC, NY December 2008 –September 2011**

**Jr. Business analyst**

Travelers Commercial Lines group offers wide range of Property and Casualty Products and Services including Comprehensive General Liability (CGL), excess liability/commercial umbrella and workers compensation and Business Automobile coverage. I worked on a web application that handles the full business process lifecycle for commercial Property and Casualty Underwriting. This includes name clearance, the recording of submission and quotation information, policy and premium registration, document processing, transaction and cash processing.

**Responsibilities:**

* Conducted mass user interviews with application user representatives and SMEs.
* Created business requirement documents (BRD) and integrated the high-level user requirements for the underlying platform functionality.
* Conducted walkthrough of BRD in the JAD Sessions with users and developers. Collected specific information to include in the Functional Requirements Document (FRD).
* 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.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Implemented waterfall approach, which allowed increasing understanding of the problem that helped to incrementally grow an effective solution over multiple iterations.
* Worked on Commercial lines Property and Casualty Insurance including both policy and claim processing and reinsurance.
* Worked on BOP (Business Owners policy).
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams to depict the business process workflows.
* Developed comprehensive system test scenarios and test scripts. Responsible for performing back-end analysis and testing using SQL queries
* Facilitated the User Acceptance Testing (UAT) and documented any issues or defects and eventually got sign off from the relevant parties.

**ENVIRONMENT:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), .NET, Oracle, Waterfall, UML, SQL, SWOT analysis, GAP Analysis.