Sarasa Pokharel

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***SUMMARY:***

* Nearly 8+ years of Industry experience as a Sr. Business Analyst with solid understanding of Business Requirements Gathering, Business Process Mapping Evaluating Data Sources, Translating Requirements into Specifications, Application Design.
* Expert in commercial Property and Casualty and Personal Lines Insurance experience with national carriers.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Extensive knowledge of all phases of the software development life cycle (SDLC) and the iterative Rational Unified Process (RUP)
* Expert in the Property, Casualty, Annuities, Disability, and Supplemental Insurance policies include administration, sales, customization, claims, pensions and CMS.
* Strong business domain knowledge of Property and Casualty Insurance including risk, Policy Sales, Policy Administration System, Receivables and Payments, across different lines of business.
* Experienced in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups and Conflict Management with Project team members.
* In depth knowledge Rational Unified Process (RUP) methodology, Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D).
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Worked extensively on developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis.
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Experience in development methodologies like RUP, SDLC, AGILE, SCRUM and Waterfall
* Involved in Test Planning, Test Preparation, Test Execution, Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Interface with clients from Operations, Marketing, Sales, Technologies, and Outside Vendors and act as their customer interface point as the lead of the Projects.
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

***Software/Hardware:***

**Project Methodologies:**  (RUP),Waterfall, Agile, Spiral

**Business Modeling Tools:** Rational Rose, MS Visio,Clear Case, Serena, PVCS

**Requirement Management Tools:**  Rational Requisite Pro

**Defect Tracking Tools:** Rational Clear Quest, QTP, Quality Center

**RDBMS:** Oracle, SQL Server, IBM DB2,

**Language:** Visual Basic, Java, Python, XML

**Business Applications:** Ms Access, Excel, Word, Outlook, PowerPoint, Visio and SharePoint

**Version Control Systems:**  Rational Clear Case

**Operating System:** Windows, UNIX/Linux

***PROFESSIONAL EXPERIENCE:***

***Amica Insurance, Lincoln, RI Jun 2012 to Present***

***Sr. Business Analyst***

Worked as a Business Analyat at Amica Insurance. The application tested was a web based Claims application known as Guidewire ClaimCenter. Guidewire provided claims solutions as well as documentation management for Amica. Various claims ranging from Vehicle to Life would be processed in this integrated website, which in effect was a migration from their old legacy claims system. Automation testing was done using BPT (Business Process Testing) technology of Quality Center.

***Responsibilities:***

* Extensively involved in every phase of the RUP process starting from Inception to Transition
* Gathered requirements and prepared Use Cases (General System Design documents and Detailed System Design document) by interviewing tax agents, users and clients.
* Implement and maintain Property & Casualty (e.g. bug-fix, data integration, version release) systems of assigned customers.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Worked on Commercial lines Property and Casualty Insurance including both policy and claim processing and reinsurance
* Serve 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 ACCORD xml standards.
* 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.
* Worked as a Personal line of Property and Casualty Expert for interface to Insurer Business Partner on all facets of system design.
* Formulate project proposals, planning, organizing, and managing resources while insuring the successful completion of specific project goals and objectives Guidewire.
* Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation
* Worked on Commercial lines Property and Casualty Insurance including both policy and claim processing and reinsurance.
* Extensively worked on the UML methodology to create various use case diagrams for the system.  
  Authored Use cases, Business Requirement Documentation, and System Requirement Change Request.
* Developed Use Case diagrams, business flow diagrams, Activity/State diagrams and Sequence diagrams so that developers and other stake holders can understand the business process by using UML.
* Designed and developed Use Cases and UML models using Microsoft Visio.
* Involved in implementing insurance claims applications using Guidewire Claim Center Product.
* Worked on data modeling and produced data mapping and data definition documentation
* Prepared graphical depictions of Use Cases, Business process diagrams, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Component Based Diagrams, and Collateral Diagrams and creation of technical design (UI screen) using Microsoft Visio.
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge.
* Developed and maintained Service Oriented Architecture (SOA) governance process costing models and metrics ensuring architecture compliance.

***Sentry Insurance, Stevens Point, WI Jan 2011 –May 2012***

***Sr. Business Analyst***

Sentry Policy Administration Replacement for Transportation Agents (SPARTA) is a Legacy System Replacement project that aims at replacing the existing commercial lines Transportation (Trucking and Non-Trucking) policy issuing systems from batch process based mainframes to real time based web application. The objective of the project is to customize the vendor product Guidewire PolicyCenter as per Sentry's Business Rules and Operation market to cover different states. With this system, Agents can quote and issue a policy in real time by entering the required information with which the system can also generate required forms instantly. By implementing this commercial line replacement system, more new business is expected to be written increasing the customer base by quoting the policies effectively and replacing the existing legacy system to a web-based application.

***Responsibilities:***

* Coordinated participation and sign-off of various business partners and customers.
* Worked on Property and Casualty insurance company as an Underwriter. Strong understanding of rating in Property and Causality. Processing of New Business, Renewal, Cancellation, Reinstatement, Billing for various lines of business (Fire, Auto, Commercial).
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Involved in every Sprint  that covered Elaboration, Configuration and Testing of the Guidewire PolicyCenter following AGILE approach
* Followed solely RUP methodologies during the course of the project.
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Developed various User Stories consisting UI Mockups and Business Rules to capture the functional requirements of the Guidewire PolicyCenter
* Worked on the Business Objects Data Insight to analyze and monitor the claims reports.
* Planned and defined system requirements to Wire Frame with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies
* Created cross system data flow diagrams and flowcharts to depict the integration dependency of other applications with Guidewire PolicyCenter
* Used MS Visio for Process modeling and Business Process flow diagrams.
* Created business requirement documents and integrated the requirements and underlying platform functionality.
* Establish documentation for Agile methodology for implementation with a very water-fall-centric development team.
* Have sizeable adequate hands on exposure in Workmen Compensation, Commercial Insurance as well as Property & Casualty Insurance & its various intricacies
* Conducted functional and technical requirement gathering sessions with Stakeholders, Underwriting Managers and Operations Analysts for the Policy, Claims and Point-of-sale related modules.
* Interfaced between Business new product builders and System platform builders.
* Worked with systems area to translate business needs into system requirements.
* Made sure the test cases and test process guarantee accountability to business and systems requirements.
* Involved in the testing phase right from the Unit testing to the User Acceptance testing.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.

***State Farm Insurance, Houston, TX. Mar 2009 to Dec 2010***

***Business 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.
* Conducted user interviews with various stakeholders and documented business and functional requirements.
* 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.
* Worked on Commercial lines Property and Casualty Insurance including both policy and claim processing and reinsurance.
* Analyzed system performance and initiated process improvement measures for mainframe and Web-based applications.
* Worked in mainframe environment and used SQL to query various reporting databases.
* 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.
* Facilitate and participate in weekly IS design team meetings to ensure business rules are documented and committed to Pega..
* Wrote detailed specifications and led the development for various reports generated using Cognos.
* Utilized Agile/ SCRUM and PMI methodologies to monitor steer and develop project objectives.
* 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.
* Analyzed and documented Reinsurance Claims, Billing Collections, and Accounting modules of the application.
* 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.
* Provided technical oversight and clear communication of problem/resolution process to customers and management.
* Directed the creation of software test plans and coordinated UAT sessions with the client documenting detailed results.
* Reviewed the Test Plans developed by the testing team for accuracy in testing the application.

*AmSouth Bank, Orlando, FL Oct 2006-Nov 2008*

***Business Analyst***

AmSouth Bancorporation (AmSouth) is a regional bank holding company which offers a broad range of bank and bank-related services through its subsidiaries, AmSouth's principal subsidiary is AmSouth Bank (the Bank), a leader among regional banks in the Southeast, it’s other subsidiaries include AmSouth Leasing Corporation, a specialized lender providing equipment leasing, AmSouth Investment Services, Inc., a registered broker-dealer that provides securities brokerage services, and AmSouth Capital Corporation, which originates asset-based and secured cash-flow loans. Project involves creating a data warehouse to support the reporting requirements of the client.

***Responsibilities:***

* Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).
* Prepared and analyzed AS IS and TO BE in the existing architecture and performed Gap Analysis. Created workflow scenarios, designed new process flows and documented the Business Process and various Business Scenarios and activities of the Business from the conceptual to procedural level.
* Used Data warehousing for Data Profiling to examine the data available in an existing database.
* Worked as an Interface between the Users and the different teams involved in the application development for the better understanding of the Business and IT Processes.
* Followed a structured approach to organize Requirements into logical groupings of essential Business Processes, Business Rules, and Information needs that insures any Critical Requirements are not missed
* Identified as well as documented data sources and transformation rules required to populate and maintain data warehouse content.
* Worked with a team of business analysts, data architects, application developers, ETL developers and testers.
* Worked on data modeling and produced data mapping and data definition documentation.
* Responsible for business system analysis of customizing the BPS Risk Management product with involvement through the whole SDLC
* Developed multiple Functional Requirements documents (FRD) using the Microsoft standard structure and format (business sections only)
* Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Prepared Logical Data Models that contains set of Entity Relationship Diagrams and Data Flow Diagrams and supporting documents and descriptions of the Relationships between the data elements to analyze and document the Business Data Requirements.
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Performed data analysis by using SQL queries using the DB Artisan tool
* Responsible for providing analytical support in the Design, Development and Implementation of Project.
* Verified the Business Scenarios on new builds to allow extended testing by the QA team.