**Vivek Yadav 571-406-4788** [**vivek.yadav2727@gmail.com**](mailto:vivek.yadav2727@gmail.com)

**SUMMARY:**

* Dynamic and result-oriented individual with 7+ years of expertise as in Business Analysis, System Analysis, Project Implementations, Project Coordination , Insurance Operations and Client Management.
* Functional experience with concentration on Use Case modeling using UML, Business Process Modeling, Data Modeling, Change Management, Technical Training, Software Development methodologies, QA testing, and Systems Testing of client server and web-based systems.
* Strong project management skills including planning, scheduling, monitoring and budgeting with experience in requirement gathering, gap analysis, risk analysis, effort estimation etc.
* Strong Business Analysis Skills including In depth knowledge of Software Development Life Cycle (SDLC), having thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing and Practical knowledge of Rational Unified Process (RUP).
* Experience with insurance administration systems included Actuarial, Policy Application, Eligibility, Enrollment, Underwriting, Reinsurance, Claims, Billing, and Payments.
* Extensive Knowledge of Systems Management, Design and Data Modeling.
* Hard-core experience involving Business Process Re-Engineering, Software Re-Engineering using RUP methodology and ERP Systems Implementation and Continuous Improvement techniques.
* Strong experience in Life Insurance and Annuities domain.
* Experience in Process Documentation for New Accounts, Disbursements, Account Transfers, and Maintenance processes running on business platforms (National Financial Services: Streetscape and FBSI, and Automated Work Distributor AWD).
* Experienced with data mapping using SAS for collecting the data, cleansing it and maintaining it in company’s data warehouse and generating reports.
* Implementations and consulting expertise in Insurance domain and in particular with Life Insurance and Annuity.
* Proven expertise in creating test plans, UML diagrams, flowcharts, screen mockups and systems requirements specifications.
* Excellent business writing skills in writing Preliminary Investigation Report, System Requirements document, Systems Design Specification and System Requirement Change Request.
* Excellent Training skills, facilitation, power point presentations, maintaining performance metrics, devising training documentation & communicating to users.
* Strong understanding of information technology capabilities and dependencies, including platforms, content management, e-document strategies and process mapping.
* Demonstrated high capacity to learn new technologies rapidly with no formal training.
* Proficient at creating and transforming business requirements into software requirement specification (SRS) using Rational RequisitePro and designing business models using UML diagrams such as use case model, Class Diagrams, Activity Diagrams, Sequence Diagrams and Collaboration Diagrams in Rational Rose and MS Visio.
* Understanding of BEA WebLogic Portal to simplify the production and management of custom-fit portals, allowing a shared services environment to roll out changes with minimal complexity and effort.
* Experience in conducting Joint Application Development (JAD) sessions with end-users, expert team, development and QA team for project meetings, walkthroughs and customer interviews.
* Expert in Root Cause Analysis, Feasibility studies and Risk Assessment studies.

**TECHNICAL SKILLS:**

* **Operating Systems:** Windows XP and 2000/NT, UNIX, Solaris.
* **Business analysts’ skills:**  UML, Use cases, activity diagram, data mapping, JAD session, Business modeling process, functional diagram, MEGA
* **Web Applications**:  HTML, XML, Java Script and VB Script.
* **Databases**: Oracle, SAS, MS SQL Server (2000 /7.0).
* **Design Tools:** MS Visio, Rational Rose.
* **Testing tools:**  Rational site Load, Test Manager, Quality Center, Rational Clear Quest, Rational Clear case
* **Others:**  MS Office, MS Project.

**PROFESSIONAL EXPERIENCE:**

**AmerUs Group, Des Moines, IA Sep 2014 - Present**

**Sr. Business SystemAnalyst**

AmerUs Group is a national provider of life insurance and annuity products. AmerUs group is composed of two business segments a) protection products by AmerUs Life Insurance Group (ALIG), ALIG is the nation’s number one provider of fixed indexed life insurance; and b) accumulated products by AmerUs Annuity Group (AAG), AAG is one of the top five providers of fixed indexed annuities. The aim of the project was to enhance the existing claims processing system to improve efficiency

**Responsibilities:**

* Single handedly gathered business requirements from stakeholders. Documented and managed functional requirements in use case specification document.
* Created Project Plan, Risk Mitigation Plan, Project Scope Document, Software requirement Specification, Project Glossary.
* Translated business requirements into high-level and detailed functional specifications
* Walked through use cases to business and technical groups.
* Using MS Office suite components for documenting, traceability, project tracking, documentation, and presentation to senior management.
* Gathered requirements and modeled the data warehouse and the underlying transactional database.
* Understood the functionality of Vantage One Platform.
* Collected & documented the requirement of Business team for Policy Admin.
* Worked extensively with Life Insurance and Annuities.
* This automation is achieved using Automated Workflow Distributor (AWD), a workflow based product, by defining and regulating the workflow involved in processing Insurance/Annuity application.
* Actors to analyze and document business data requirements from Data ware house.
* Coordinated participation and sign-off of various business partners and customers.
* Created business requirement documents and integrated the requirements and underlying platform functionality.
* Developed the testing strategy, test plans, test cases, test scenarios and used Mercury Quality Center as a test management tool.
* Validated the test data in DB2 tables on Mainframes and on Teradata using SQL queries.
* Analyzed clients systems and business process for Group and Credit Life Insurance lines.
* Used MS Visio for Process modeling and Business Process flow diagrams
* Analyzed and updated more than 50 brokerage work flows in AmerUs Group’s BPM application AWD (Automated Workflow Distributor) in order to support image transmission process of brokerage applications to National Financial Services.
* Hosted weekly status calls with LOB business senior management to provide project status, and highlight risks and issues.
* Conducted User Acceptance Testing (UAT) and collaborated with the QA team to develop the test plans, test scenarios, test cases, test data to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Performed UAT and conducted training sessions
* Designing the Functional flow of the Policy Admin Functionalities.
* 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.
* Managed UAT, Integration and Performance testing. Developed the test cases, test scenarios and strategies for the same.
* 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.
* Coordinated with Team lead, project manager, BA, LOB, CDT, MST, on boarding Team, Tech team and Vendor
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.

**Environment:** RUP, UML, MS Visio, MS Project, AWD, MS Word, MS Excel, UAT, MS PowerPoint, BizTalk

**Guardian Life insurance, NYC, NY Jan 2013- Aug 2014**

**Business System 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. As a Business System Analyst my main responsibility was to provide valid policy information to the Claims application for a given date of loss.

**Responsibilities:**

* Leaded business initiatives including brainstorming on new functionality for current systems.
* Created use case scenarios and documents work flow and business process.
* Supported IT unit creating functional specification documents for the design, development and implementation of strategic projects.
* Used AWD Design Studio and Axure Pro for Business Process Modelling.
* Interaction with end users to identify and develop business requirements (functional specifications) and transform them into technical requirements and ultimately will be responsible for delivering the solution.
* Involved in understanding the requirements and functional specifications of corporate managers.
* Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and supervised the development of User Manuals for customers.
* Mentored the business users of insurance and customer support departments about the new integrated system functionalities.
* Gathered requirements for Policy Admin, Claims and Billing module for Non-Standard Auto and Home Owners policies.
* Interacted with the Users by interviewing them, by preparing questionnaire and getting feedback.
* Extracted the data from SQL Server, Oracle, Files, and Access into Data warehouse.
* Supported the assigned project manager with creating detailed project plans; assisting in developing, scheduling and tracking project timelines.
* Supported project governance; and provided regular project communications to the project manager and business areas.
* Used SQL to test various reports and ETL load jobs in development, QA and production environment.
* Participated in design and development of test automation to provide functional performance and regression tests. QTP used for automated testing and for generating test scripts.
* Worked with AWD to set up work flows for the business areas
* Scheduled meetings with developers, SAs (System Analyst) and testers to collaborate resource allocation and project completion using MS Project.
* Analyzed and documented Business requirements and detail design of the software for full understanding of the business.
* Defined the test criteria, project schedules and base lined the Test Plan with the help of project meetings and walkthroughs.
* Involved in System testing, End to End testing, Interface testing, Function testing, Regression Testing.
* Developed SQL-based data warehouse environments and created multiple custom database applications for data archiving, analysis, and reporting purposes.
* Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and supervised the development of User.
* Gathered and documented requirements that are critical to the business mission and using those requirements to design application software using Use Cases in Requisite Pro.
* Used the SQL query to find the members from the Database as per the constraint need of the members on the basis of Plan Code, LOB, Eligibility Status, Term Date, Effective Date, and Premium Logic, Address Logic
* Documented business workflows textually as well as in UML diagrams (State diagrams) according to RUP, for the stakeholder review.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Conducted FRS and URS reviews and walkthroughs with the designers, developers and stakeholders.
* Performed feasibility, adaptability study and risk analysis to identify the business critical areas from USER perspective.

**Environment:** RUP, MS Office (Word, Excel, Access, Project, PowerPoint, Outlook),AWD, SQL, Rational Rose , Clear Case, HTML, Sybase, Windows 2000/NT, UML, UAT, Business Objects, Oracle9i ,Excel, Visio, Erwin, Requisite Pro and Data Mapping/Modeling , Informatica.

**21st Century Group, Wilmington, DE Nov 2011 – Dec 2012**

**Business System Analyst**

21st Century Insurance provides comprehensive coverage options ranging from Personal, Auto insurance to homeowners for mechanical breakdown protection. They provide various Insurance programs for Auto, Home, and Property & Casualty Insurance, Term Life Insurance. The new system was designed to capture all relevant claim information, document all file activity, incorporate all reports and correspondence and maintain permanent transaction records for multiple claims and multiple clients. Key features included multiple lines of business in one database, Multiple Insurance Companies in same database, Powerful Time Log/Diary/Alarms/Claim Notes, Web Access, SQL data access for IT department; create in house import/export etc.

**Responsibilities:**

* Understood the business processes and helped select the most appropriate functional requirements specification and business processes.
* Interacted with Business project manager, IT Project manager, developers and end-users to formulate business requirements.
* Conducted weekly BA team meetings, video conferencing, and telephonic conferencing as and when required during the project.
* Pulled out the requirements from the High Level BRD's and created Requirement Functionality Matrix.
* Conducted JAD sessions to define the project and to reduce the time frame required to complete deliverables.
* Created Use cases and Process flow diagrams according to the requirements by using MS Visio.
* Responsible for explaining the current functionalities of application and the gap between current and future functionality of the systems in Use case sessions.
* Managed requirement activities using an iterative and incremental methodology such as Agile using User stories and Acceptance Criteria.
* Worked on Policy index file and Loss history information, which was to be stored in new oracle data warehouse.
* Conducted Joint Requirement planning (JRP) to handle the conflicts in a requirement.
* Translated claim policies codes of the different business groups into 21st Century Claim codes in spreadsheets.
* Explained different products of different business groups with their description and claim units in Data mapping documents and translated them according to the claim types of 21st Century.
* Good exposure in preparing Use cases & Functional design document (Property and Causality).
* Acted, as a liaison between the developers and management, was instrumental in resolving conflicts between stakeholders and technical development teams through weekly meetings.
* Worked on financial engine and coverage engine of the application and ran SQL for queries.
* Worked on Business objects to understand Client data.
* Maintained Requirement Traceability Matrix (RTM) and worked with QA team to explain them requirements and use cases. Also worked on the defects, which emerged during testing.
* Conducted meetings with Lead QA and Testers to understand the severity of defects and to understand the impact of those defects on other work streams.

**Environment:** MS Office, Rational RequisitePro, UML, Visio, MS SQL Server, SharePoint.

**NGM Insurance Keene, NH Mar2010-Oct 2011**

**Business System Analyst**

NGM is one of the leading Property & Casualty insurance company under MSA Groups, based in Keene, NH. The project involved creating a web based policy issuing application for Commercial line of business (General liability, Property and Casualty, Boiler and Machinery, Inland Marine) and the migration from the existing Dos into the Web environment. I worked on test the claims on Personal lines of Home as well.

**Responsibilities:**

* Reviewed and analyzed the business environment and identified process improvements.
* Analysis of business requirements and system requirements of the client and also for Property and casualty modules
* Helped with data modeling and defining the conceptual and logical model of the data warehouse.
* Assisted in mapping the requirements to the source systems, the DW and applicable data marts.
* Conducted user interviews, gathered requirements, analyzed the requirements by using Rational Rose, Visio and Requisite pro - RUP
* Conducted the current state analysis of policy admin systems and Customer information file database and documented the process and held meetings on customer management and offer management.
* Regression Testing is performed and the additional scripts are generated for each version.
* Complete study of the in-house requirements for the data warehouse. Analyzed the DW project database requirements from the users in terms of the dimensions they want to measure and the facts for which the dimensions need to be analysed.
* Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.
* Worked with the UAT team to validate that the developed application will meet the business requirements
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Coordinated activities with project manager and various other teams using MS Project.
* The project heads towards enhancing the existing online banking application by improving its GUI, making it user-friendlier.
* Performed custom data conversions and developed custom software for risk management applications including general claims, vehicle accident and administrative tracking. Performed all data field mappings.
* Interacted with other Business Analysts for designing and implementation of Use Cases and Test Plans.
* Designed and developed project document templates based on SDLC methodology
* Developed UML Use Cases using Rational Rose and developed a detailed project plan with emphasis on deliverables.
* Assisted the Senior Business Analyst in writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Developed Test Plans and Test Cases according to Business Requirements.

**Environment:** Microsoft Office Suite, MS Visio, Java, C, Windows NT, UAT,JavaScript, GUI, UNIX, HTML, Oracle, SQL, UML, RUP.

**Prudential financial, Newark, NJ Aug 2008 – Feb 2010**

**Business Analyst**

Prudential Financial companies serve individual and institutional customers worldwide and include the prudential insurance company of America, one of the largest life insurance companies in the U.S. These companies offer a variety of products and services, including life insurance, property and casualty insurance, mutual funds, annuities, pension and retirement services, real estate brokerage franchises, and through real relocation services. Institutions in addition to programs offered directly to consumers to manage accounts. The online service including obtaining mortgage loan information quotes, making loan payments, managing personal and amortization schedules, obtaining documents, forms, payoff statements, and manage automatic account drafting

**Responsibilities:**

* Conducted one to one interviews with Portfolio Manager to gather Business Requirements and was involved in the documentation of Business Requirement Documents.
* Assisted the Project Manager in setting realistic Project expectations and in evaluating the impact of changes on the organization and plans accordingly and conducted Project related presentations.
* Identified internal and external system Requirements, design and configuration set-up.
* Developed strategic partnerships with the Business units to develop a solid knowledge base of the Business line, including the Business Plan, Products, and Process.
* Assisted in creating wireframes for web interface with the GUI design team.
* Translated the Business needs into system Requirements, communicating with the Business on a broader scale and with an in-depth view.
* Designed and developed Project document templates based on SDLC methodology.
* Developed Business Requirement Document as well as High-Level Project Plan.
* Functioned as the primary liaison between the Business line, operations, and the technical areas throughout the Project Cycle.
* Assisted with user testing of systems (UAT), developing and maintaining quality procedures, and ensuring that appropriate documentation is in place
* Developed Functional Specification Document and Supplementary Specification (non-functional) Document.
* Participated in the Logical and Physical Design sessions and developed Design Documents.
* Worked with developers to make sure that they understood the Use Cases.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation.
* Partnered with the Technical Areas in the research and resolution of System and User Acceptance Testing.
* Worked with Quality Control Teams to develop Test Plan and Test Cases.
* Develop User Manuals, and Training Manuals as per Project Specifications and timelines.

**Environment:** Microsoft Office Suite, MS Visio, Windows XP, UAT, SQL, PLSQL, XML, CSS, VB, J2EE, ASP, Crystal Reports, Adobe Photoshop.

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