**Summary:**

* **Strong Business Analysis skills including in depth knowledge of Software Development Life cycle (SDLC) and thorough understanding of various phases. Knowledge and experience working with different methodologies such as Waterfall and Agile framework.**
* Strong experience and understanding of **Property and Casualty Insurance and Guidewire PolicyCenter.**
* **Experience in Gathering User Requirements, preparing and analyzing Business Requirement Documents (BRD), System Requirement Specifications (SRS), User stories and Use Cases, and propose changes as per various internal and external requirements gathered for process improvement.**
* **Expertise in working on defects, post/pre-production issues using different defect tracking and defect management tools such as HP Service Manager, Trac and JIRA.**
* **Experience in working on flow diagrams.**
* Extensive experience communicating, facilitating and driving meetings with different stakeholders including Business, Project Managers, Subject Matter Experts (SME's), Developers, Testers, and Designers. Excellent interpersonal and Customer relation skills, and leadership qualities.
* **Strong communication and technical skills when working with cross-functional teams such as Developers, Testers and Business Architects.**
* Proficient in creating Test cases and participated in Testing activities.
* Strong team player and experience in leading and training teams. Strong familiarity with BABOK principles and follow the same to get best possible output using most efficient way.

**Technical Skills:**

**Tools**: Guidewire PolicyCenter, HP Service Manager, JIRA, Rational tools, MS Office tools, Trac

**Methodologies**: SDLC, RAD, RUP, Waterfall, Agile, Scrum,

**Operating Systems**: Windows 95/98/XP/Vista/7/8, Mac OS, knowledge of Linux/Unix

**Programming Languages**: Knowledge of C, C++, JAVA, SQL

**Professional Experience:**

**Business Analyst (Guidewire PolicyCenter) May 2014 – Oct 2014**

TEKsystems

Client: **American Family Insurance**, Madison, WI

Responsibilities:

* **Primary responsibility included writing Business rules and creating System Requirements. It also included creating and updating User Stories.**
* Organized Requirements Management for **Guidewire PolicyCenter** Application using **Agile(Scrum) methodology** - gathering, analyzing, specifying, validating, and conducting and facilitating meetings with stakeholders.
* **Made sure that each business rule is tied up to one or more requirements and those requirements are being developed and tested. Traced the requirements, any updates to them and their progress throughout the life cycle.**
* Partnered with the Business in analysis of process and information needed to clearly identify and document project requirements.
* Work with Business Analysts, Business Architects and SMEs to identify and analyze functional gaps in the requirements.
* Worked closely with teams of client, developers, designers and testers throughout the entire development life cycle, to understand application functionalities and navigational flow and to identify and manage requirements and gaps.
* Conducted review meetings with Business Architects, the development and Project Management teams to ensure the functionality of the application meets the expected results and is in-sync with the requirements.
* Participated in Sprint planning and Daily Stand up Scrum meetings.
* **Facilitated and driven meetings with project managers, business architects, developers, testers, business, designers, legal, and other stakeholders to get sign-off and confirm any conflicts, concerns, questions about updated requirements. The meetings also include estimation of different areas such as development, designing and testing.**
* **Worked on Guidewire PolicyCenter for Policy Creation and maintenance using different Policy Transactions for Auto and Property.**
* Worked on Defects as required using JIRA. Discussed and documented any system related issues and resolved any open issues by conducting meetings regularly. Responsibility also included working on **Change Requests.**

**Sr Business Analyst (Property & Casualty) May 2012 – Feb 2014**

Accenture

Client: **State Farm Insurance**, Bloomington, IL

Responsibilities:

* Worked throughout the SDLC using **Agile(Scrum) methodology**, which included requirements gathering, specifications, design, analysis, testing, and maintenance.
* **Created user requirements document, use cases, and other training documents (job aids) for companywide reports by interacting with end users, developers, business partners, and other stakeholders.**
* Interacted with the developers and defined the needs to update the design of the Graphical User Interface and involved in redesigning it constantly to improve user friendliness.
* **Participated in various meetings and discuss Enhancement and Modification Request issues.**
* Participated in Testing activities for every release.
* Worked closely and interacted with all stakeholders to resolve Incidents and Requests (issues) received through HP Service Manager tool.
* Created Service Level Reports and run an Incident Report (Excel Sheet) everyday to get data about number of issues received and resolved by the entire team. That also gives information about the defects opened and implementation status.
* Created Weekly and Monthly Status Reports for my team.
* **Involved in working daily with different teams such as billing, monthly payment plan, claims, underwriting, and fraud.**
* **A major responsibility included interacting with the end-users, agents, system analysts, business analysts, and stakeholders on daily basis to understand post production issues and to implement fixes to make the system bug-free.**

**Business Analyst (Property & Casualty) Oct 2011 – April 2012**

Cyberthink Inc

Client: **State Farm Insurance**, Bloomington, IL

Responsibilities:

* Worked throughout the SDLC using **Agile(Scrum) methodology**, which included requirements gathering, specifications, design, analysis, testing, and maintenance.
* **Created user requirements document, use cases, and other training documents (job aids) for companywide reports by interacting with end users, developers, business partners, and other stakeholders.**
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**Business Analyst June 2007 – July 2008**

Siddhant Builders, India

Responsibilities:

* Involved in initial project, cost and resource planning. Gathered and documented the requirements needed to start the project.
* Worked with an Architect during a design phase.
* Involved in project till the completion phase.

**Education**

* **Information Systems, Master of Science (2010)**

**California State University**, Los Angeles, California

* **Computer Engineering, Bachelor of Engineering (2008)**

**Sardar Patel University**, Gujarat, India

**Activities**

* Worked as a Student Advisor at College of Business and Economics, California State University, Los Angeles.
* Unpaid OPT on a small project with Oneness Enterprise, Los Angeles, California (7 months).
* Conducted Insurance Foundation Trainings at Accenture.

**Awards**

* Significant Delivery Contribution Award by Accenture
* Voice of Customer Award by Accenture