**CAREER PROFILE**

Well rounded professional with experience in insurance, information technology, customer service, business and finance. Proven track record of increasing department efficiency, establishing processes and exceeding customer expectations. Strong work ethic and attention to detail. Strong leadership, problem solving and communication skills. Flexible, positive and responsive to change.

* Willingness to work hard and lead by example
* Enthusiastically accept constructive criticism
* Work to meet goals and achieve top results
* Focused on building a career
* Demonstrated leadership experience
* Solid computer, analytical and problem-solving skills
* Highly effective communication and presentation skills
* Strong attention to detail, time management and decision-making skills

**Core Competencies**

* Database Analysis
* Process Analysis & Redesign
* Data Mining
* Working with Cross Functional Teams
* Business System Analysis
* Project Life Cycle
* Forecasting
* Financial Analysis
* Advanced Excel Skills
* SQL
* Html & Java
* Hardware/Software
* SharePoint
* Requirement Analysis
* Problem Solving
* Communication & Team Work
* Time Management
* Organization
* Detail Oriented

**EDUCATION**

**Bachelor of Economics, State University of New York, Albany, NY 2013**

Minor in Business Administration

**Associate’s Degree in Business Administration; Herkimer College, Herkimer, NY 2009**

**Higher Secondary Diploma, Sri Pratap Higher Secondary School, Srinagar, India 2004**

**CAREER HISTORY**

**P & C Business System Analyst, Ironshore Insurance Services Inc; New York, NY Nov-2013 to Jun-2014**

Ironshore Insurance Inc. operates as an insurance broker with presence in United States and various different countries globally like Australia, Ireland, United Kingdom, Canada, Bermuda & Singapore. The company offers insurance programs that include commercial line property and casualty products such as business owners policy, general liability, crime/fidelity, directors and officers liability, errors and omission insurance, and malpractice insurance; and individual benefit programs, which covers life, long-term disability, excess major medical, vision, dental, and long-term care. Personal Lines program that offers specialized insurance solutions for high value homeowner properties.

**Responsibilities:**

* Closely involved in every phase of the project starting from Inception to Transition.
* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Implement and maintain Property & Casualty systems of assigned customers.
* 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.
* Organize requirements into high level Use Cases and low level Use Case Specifications and modeled them into Use Case, Activity and Sequence Diagrams using Rational Rose and MS Visio.
* Worked as a Personal line of Property and Casualty Expert for interface to Insurer Business Partner on all facets of system design.
* Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation. Created Test cases from scratch by using Business & Functional Requirement Specs, HLD and Wire Frames.
* Prepared End to End mappings from Source system to target system for the Extract Transform Load process.
* Responsible for intensive data analysis of both Auto and Home Property Insurance policies, recommending the data correction from source and closely working with underwriting team for internal approval process.
* Responsible for reconciliation of premium amount and revenue generated by the company, working closely with finance department to resolve any variance in the results
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them
* Developed and Documented timelines for Project Delivery, and managed Projects and Resources to successful completion.
* 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).
* 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.
* Worked on Documentation for Version Controlling, to maintain up to date changes in the Documents.
* Analyzed the business and functional requirements of the application and developed detailed test plans, test cases in Test Director.
* 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.
* Conducted User Acceptance Testing, gathered and documented User Manuals and Business Rules.

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**Environment:** Microsoft Office Suite (MS Excel, MS PowerPoint, MS Word, MS Outlook), Microsoft Visio, Oracle, SQL, Agile, Rational Requisite Pro, Dreamweaver, Adobe Photoshop, MS Project.

**Account Executive, Commercial Lines Insurance, Marshall & Sterling Insurance, Albany, NY 2010 to 2013**Responsible for the day-to-day account management of more routine, less complex commercial property and casualty accounts. Responsible for marketing to carriers and customers, including advising customers regarding renewals, and preparing product/coverage recommendations. Develops and maintains working relationships with customers/prospects. Communicates with, services and provides comprehensive account support to assure customer needs are met. May provide work direction and guidance to less experienced staff.

**Assistant to Director of International Programs, Herkimer College, Herkimer, NY ` 2008 to 2009**

Supported the Director of International Programs and provided administrative support including answering phones, completing paperwork and filing. Highly efficient; managed and prioritized multiple requests and implemented opportunities to enhance department efficiency.

* Coordinated events for International students
* Developed website pages used by college website for international students
* Worked on database entry of records, researching and contacting prospective students from around the world.

**Owner(Self Employed); Hygicare Industries, New Delhi, India 2004 to 2007**

Developed marketing plans for personal hygiene products and to optimize sales and increase brand recognition. Areas of expertise included developing and executing sales and marketing strategies, identifying and evaluating potential revenue opportunities, and creating advertising and promotional material.