

**Prasanjit Chaudhuri**

# Professional Profile

With over 12 years of experience of System Development Life Cycle (SDLC), this individual process strong analytical and problem solving skills. Strong ability to organized and have a positive on influence others. Creates a positive atmosphere and supports great efforts towards company’s goals and mission.

# Experience

T. Rowe Price, MD April 2012 – Dec 2016

**Sr. Solutions/Systems Analyst**

Over the course of 4+ years at T. Rowe Price (TRP), I had the opportunity to work on many Waterfall and Agile projects doing analysis and maintenance of data, gathering requirements, testing and building project estimates for key projects. I would like to highlight four highly critical and milestone projects that made a difference in how TRP runs their business today.

**Project P.L.A.N.**

P.L.A.N. is a project to define the taxonomy and measure variability in current state for all TRP RPS products, services and engagements. P.L.A.N. is an acronym used to define TRP’s RPS preferences related to the products and services that are offered.

Within the project, there was both an interim state and future state work effort. This project strictly focused on the interim state solution to facilitate a more streamline manual data collection and manual reporting process for P.L.A.N. thus allowing the business to see into the future.

**Project myPI**

MyPI was the future state project and more advanced form of data collection and different types of reporting available to the business to fulfill client expectations. Along the lines of P.L.A.N., MyPI allowed for automated data collection based on data from other legacy systems and recordkeeping systems for various clients and their plans. MyPI also has the capability to perform automated rankings (P.L.A.N.) based on the rules defined within myPI. Integration with Business Objects would also allow business to get access to automated reports as well as get adhoc reports at will.

**Project Plan Calendar**

At the inception of this project TRP did not have a central repository to record all key plan events and meet reporting needs from the same location. Plan calendar is a tool to store all past, present and future key events at a plan level and also could meet reporting needs for management oversight. The tool could also help in gaining efficiency and therefore reduction in cost.

Plan calendar could be used for reminders and notifications to users/managers of a key event for any particular plan. It could also be used for reporting of tasks assigned/completed/modified/deleted at a plan level. The calendar functionality could be used for management oversight to ensure key plan events are completed on time and in accordance with client expectations.

**Project SPOE**

Member of first fully agile team and OMR team responsible for developing a future state product offering that is better aligned with market demands and better positions RPS to achieve their retention and growth goals for clients. I was heavily involved in Client Onboarding (COB), SPOE Proof of Concept (POC), Single Point of Entry (SPOE) application and Client Onboarding Work streams.

**COB** – Transformed client onboarding process from a highly customized model to a more efficient and scalable model with an emphasis on single point of entry of data at the beginning of the client lifecycle.

**SPOE (POC)**- Demonstrated the viability of new architecture components and products to capture, store and disseminate plan configuration data. SPOE covered the integration of the following components: Plan Configuration Data Repository, Business Rules Management System (BRMS), Business Process Management System (BPMS), Synchronization, Middleware, Integration and SPOE User Interfaces.

**SPOE (Day 1)** - Allowed business to onboard new Clients and would allow TRP to create new Clients & Plans, Investments, Sources, Fund Controls and Fund Hierarchies along with Plan Configuration data and Conversion Information in SPOE. SPOE would also allow us to sync the data to OMNI and other recordkeeping systems.

This process of data collection has allowed;

* The business to be more efficient and highly productive and allowed to us to get rid of manual processes.
* Achieve data accuracy with single point of entry feeding into multiple downstream systems where data cannot be edited.
* Future state process flows allowed us to increase the volume capacity to meet established organizational goals of 1200 plans per year by 2018 as per the RPS Statement of Strategic Intent.
* Acquire targeted clients in micro, small and mid-markets to capitalize on current and future revenue opportunities

**Responsibilities:**

* Member of Scrum Agile Team as an Analyst (Research, Facilitation, Requirements, Testing, Documentation)
* Played interim Scrum Master Role in absence of the team Scrum Master.
* Assisted Data Architect with data loads, validations and design reviews.
* Was responsible for data changes in Dev, Qual and Prod during the course of the project and single handedly managed the data across five agile teams.
* Delivered Business Requirements from meeting different cross functional teams from Underwriting, RFP, Legal, Product, Operations, Conversions, Record Keeping, Trading and Compliance.
* Team Member of one of five SAFe Agile Release Train team– Develop Product catalog, Integrate CRM data with Prospect Data, Built out Conversion Guide & Plan Adoption, Synchronization with Recordkeeping system (OMNI)
* Lead team discussions and meeting to achieve clarity on business requirements and key performance indicators (KPIs)
* Assisted Product Owners to write User Stories and define Acceptance Criteria based on the high-level business requirements.
* Responsible for testing the stories every Sprint and making sure that the testing covered all possible scenarios for completing the user stories.
* Actively participated in System, Integration and User Acceptance testing. (Manual and Automated testing)
* Worked with business partners in gathering and defining the Validation/Business rules and Visibility rules
* Worked with the ODM tool and helped business partners in understanding and defining the data needs and data structures for ODM to successfully execute the business rules
* Responsible for building out procedures and process maps using Visio & IBM Blueworks
* Helped the team in gathering, defining the various Reporting needs of cross functional business groups
* Worked with Business, Data Architect and SME’s in defining the flow of the data from existing systems to SPOE for existing plans
* Worked with key participants and leadership to define the roadmap for the upcoming work based on quick wins and business needs

WellPoint, VA June 2011 – March 2012

**Sr. Business Systems Analyst**

The goal of this project is to implement and deliver an improved call center application that the users would be able to use to service the customers with their queries and also allow the functionality where the users could handle multi-inquiry and multi-channel and thereby improve the look and feel of the application with a prospect of adding more than 8000 users over a period of next 2-3 years.

**Responsibilities:**

* Worked with the call center divisions of WellPoint to gather business requirements for their existing call center application and also documenting their as-is and to-be processes.
* Gathered and analyzed business requirements and system specifications for full understanding of the business.
* Requirements were written keeping in mind the guidelines and business rules for the **WAW** (WellPoint Advocate Workstation) and the **Chordiant**.
* Helped defining the scope of the project based on the gathered business requirements including documentation of constraints, assumptions, business impacts, Project risks and scope exclusions.
* Extensively gathered requirements from all users and experts to understand the current functionality and assess the needs of the users.
* Created Use Cases in UML to depict the system functionality.
* Coordinated collection of business needs. Converted high level requirements to functional requirements and documented them in functional, navigational and page Use Cases.
* Conducted JAD sessions to analyze business and system requirements.
* Performed detailed data analysis using MS Office tools like Word and Excel for understanding root causes for defects.
* Created time and cost estimates for my designated scope items during project planning and requirements phase.
* Worked as a liaison between business, leadership and the requirement team and managed the cross-team communication pipeline.

Time Warner, NYC Feb 2011 – May 2011

**Sr. Business Analyst**

The goal of this project is to create a tax data warehouse and house all the tax related information such as the Trial Balance, M1 adjustments, FSI, Partnership information into the TW tax data warehouse across all the divisions (Warner Bros., HBO, Time Inc. and Turner). The Vendor solution and the Tax DW shall be used to replace the manual reporting process and allow business to generate reports required for filing tax returns. The objective of this project is to automate the monthly data feed from all the divisions of TW Corporate.

**Responsibilities:**

* Worked with the divisions of Time Warner Corporate such as Warner Bros, HBO, Time Inc. and Turner to gather business requirements for tax data analysis.
* Gathered and analyzed business requirements and system specifications for full understanding of the business.
* Helped defining the scope of the project based on the gathered business requirements including documentation of constraints, assumptions, business impacts, Project risks and scope exclusions.
* Extensively gathered requirements from all users and experts to understand the current functionality and assess the needs of the users.
* Created Use Cases in UML to depict the system functionality.
* Coordinated collection of business needs. Converted high level requirements to functional requirements and documented them in functional, navigational and page Use Cases.
* Conducted JAD sessions to analyze business and system requirements.
* Performed detailed data analysis using MS Office tools like Word and Excel for understanding root causes for defects.
* Created time and cost estimates for my designated scope items during project planning and requirements phase.
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Hanover Insurance Group, MA June 2009 – Dec 2010

**Business Analyst**

**Project 1**:

Hanover provides with a wide variety of personal and commercial lines of insurances. Project was to support the SAMS (Specialty Account Management System) application which is used by the underwriters to initiate New Business Quotes and Renewal Quotes. The Project was also to build new insurance coverages for the commercial lines (Builders Risk, Contractors Equipment, Motor Truck Cargo, Scheduled Property, Jewelers Block, Management Liability such as Directors and Officers, Employment Practices, Pension Trust Liability and Auto Vehicle Physical Damage) of insurance. The project also included an additional task of moving data related to Hanover Life Insurance to their DWS.

**Project 2**:

The on boarding process for new hires (employees, contractors and temporary), internal transfers/moves and acquisitions has grown organically and has not kept pace with the scale of Hanover’s hiring. The process is broken in some places, highly driven by manual inputs, not easily scalable and inconsistent per employee. Many departments within Hanover have their own procedures for on boarding employees, involving internal checklists and “hot lists” of people in support teams to contact. This project was to make sure we as a team improve the existing On Boarding process and create an OLA for the team’s part of On Boarding and also do some analysis of how the bottlenecks can be removed from the process over a period of time.

**Project 3**:

Worked as a BA on a Book Roll project where I am working on Mainframe for building screen specs as Hanover took over a part One Beacon Insurance. The project was to make sure Hanover has all the insurances and their respective screens in sync with One Beacon so that the handover could be smooth.

**Project 4:**

Working on an HTG project tasked with researching what would be involved in centralizing the maintenance of the Branch Code, Company Code and Line of Business data elements into a single table. Gained thorough understanding of Hanover systems which included systems used by **Claims, Financial Reporting Systems, PL & CL Lines of Businesses.**

**Project 5:**

The goal of this project is to replace Sunguard as the financial book of record such that all **GL** data is being recorded, at an appropriate level of detail, in **PeopleSoft.** The Inspire software package is currently being utilized by AIX for their Heritage book of business. As part of the overall Finance & Accounting integration of AIX the purpose this initiative is to redirect the administrative system **General Ledger** interface files from Sunguard to the **PeopleSoft General Ledger**.

**Project 6:**

The goal of this project is to replace the manual reporting process into an automated reporting process for Claims Appraisal Metrics. The objective of this project is to automate the monthly data feed from CCC, the vendor with the largest source of Auto Claims Appraisal data, and store it in the **Claims** Analytics tables of the **Enterprise Data Warehouse (EDW)** for reporting purposes.

**Project 7:**

The goal of this project is to replace the manual reporting process into an automated reporting process for SOX, MSP and SA. The objective of this project is to automate the monthly data feed from HCS, the Hanover Claims System, and store it in the **Enterprise Data Warehouse (EDW)** for reporting purposes.

**Responsibilities:**

* Gathered and analyzed business requirements and system specifications for full understanding of the business.
* Helped defining the scope of the project based on the gathered business requirements including documentation of constraints, assumptions, business impacts, Project risks and scope exclusions.
* Extensively gathered requirements from all users and experts to understand the current functionality and assess the needs of the users.
* Worked with the Business and Underwriters for gathering requirements for insurance coverage forms and pricing exposure respectively.
* Create tickets and track end user problems from initial call to final solution and closure, providing effect and effective resolution of callers’ problems.
* Support customer service teams in resolving issues relating to the call center systems. And trained **Underwriters** on the usage of the front-end system.
* Worked with other Call Center Agents to serve as the ‘front-line” for the Call Center operations and provide caller assistance and problem management services.
* Created Use Cases using UML to depict the system functionality.
* Coordinated collection of business needs. Converted high level requirements to functional requirements and documented them in functional, navigational and page Use Cases.
* Performed functions related to Production Support to analyze and track defects.
* Interpreted technical requirements of the client with reference to the business requirements and facilitated the team in deriving Technical Specification Document.
* Converted the **UI** diagrams and the Used Cases to FLS documents which would give a complete understanding of the functionality of the insurance and different coverage forms.
* Owned the SAMS Master List Forms List which listed all the forms with different edition dates and other details for all coverage’s.
* Used Toad to insert, delete and maintain tables for reference data.
* Conducted JAD sessions to analyze business and system requirements.
* Performed activities to bring down the number of open defects.
* Partnered with the testing team to run test cases and perform Load testing, Positive and Negative testing.
* Partnered with business for conducting User Acceptance Testing (UAT). Developed test cases with the QA Testing team based on business requirements for User Acceptance Testing (UAT).
* Involved in preparing Test Plans, Test Cases and Test Scripts, based on FLS (Functional Level Specification) document.
* Performed Business Intelligence (**BI**) responsibilities to support better business decision-making and helped the business perform better by cutting cost and provide suggestions for efficient use of available resources.
* Involved in preparing BDE, TDE and Reporting Mock up screens along with other BA deliverables such as BRD and FLS documents.
* Interacted with the development and testing teams to improve overall quality of the Application.
* Worked as a liaison between business, leadership and the requirement team and managed the cross-team communication pipeline.

AT&T, IL May 2008 – May 2009

**Business Analyst**

Project was to support OMS Lightspeed the corporate initiative to deliver video, voice over IP (VoIP) and high speed internet access to the consumer segment over FTTP/IP, FTTN and IPDSLAM. The project also allows the functionality to be able to order and change services for Video, Voice, Internet and Wireless products. I was also engaged with teams for reporting and performed Business Intelligence (BI) responsibilities to support better business decision-making.

HSBC Bank, NYC Feb 2007 – Apr 2008

**Business/Data Analyst**

Project was to support the **portfolio management** and **performance analysis** of the **credit card** business with various reward offerings. The whole application processes were comprised of **ETL** for transactional data, **filter process** to identify valid transactions, calculation process for transaction and reward fee calculation and data integration into the **Data Warehouse System**.

[Health Insurance Plan of New York](http://www.hipusa.com/), NY Jan 2006 – Feb 2007

**Business Systems Analyst**

It’s an Online Health Insurance Application, designed to meet the requirements of the health insurance information, patient scheduling and appointments, billing and account access. It was also meant to provide information about various health insurance for members and providers.

WebMd Healthcare, NJ Dec 2004 – Dec 2005

**Business Systems Analyst**

The project was designed to provide subscribers and dependents with detailed information about their health care utilization and spending. It is meant to highlight key sources of financially oriented activity and provide suggestions for potential areas of behavior change that might favorably impact out of pocket spending. The objective of this project is to enable members to make future health care decisions from a cost savings perspective.

Intelenet Global Services Pvt. Ltd, Mumbai - India Jan 2004 – Nov 2004

**Business Systems Analyst**

The project was designed to make enhancements on the Infonet application which was used by the managers and users to get daily updates on various Barclays products. The enhancements would benefit the user group to serve their customers over the phone.

Wipro BPO Solutions Ltd, Mumbai - India Apr 2002 – Dec 2003

**Systems Analyst**

The project was designed to provide the customer service agents with an tool where they would be able to log their sales during the day. The application would also allow the user to track their progress on sales on day to day basis and make sure their reach their targets by the end of the month. Was also involved in training various teams and managing teams across the floor.

# Education

**Masters in Business Administration (MBA)** from University of Bridgeport, CT, USA

**Masters in Commerce** from University of Mumbai, Mumbai, India

**Bachelor of Commerce** from University of Mumbai, Mumbai, India

**Technical Skills**

**Operating Systems:** Windows9x, 2000, XP

**Databases:** Oracle 8i / 9i***,*** MS-Access 2000***,*** MS SQL Server 2000, DB2

**Desktop Software:** Microsoft Office- Word, PowerPoint, Excel

**Business Modeling:** MS Visio, IBM Blueworks Live

**Business Requirements:** Requisite Pro, SharePoint

**Project Management:** MS Project

**Defect Tracking:** ALM HP Quality Center &Mercury Test Director

**Data Validations:** Toad and DB Visualizer v9.0.6

**Recordkeeping System:** Admin-Web/OMNI

**Rules Validation:** ODM

**Meetings:** MS Live Meeting & WebEx

**Agile Tools:** RTC, Rally

**Project & SDLC Expertise**

* Front End Rules
* Single Point of Entry systems
* ODM
* Financial Tools
* Chordiant Experience
* BPO Solution Applications
* Enterprise Data Warehousing Projects
* Property & Casualty Insurance
* Web Based Projects
* Taxation & Financials
* PeopleSoft GL Projects
* Telecommunication Projects
* Business Requirements
* Functional Requirements Specification
* Technical Requirements Specification
* Business Data Elements (BDE)
* Technical Data Elements (TDE)
* Developed UML Models – UC and Activity Diagrams
* User Stories
* Work Flow Diagrams
* Gap & Impact Analysis
* Gap & Map Documents
* Create Change Requests and Opened defects whenever necessary
* Traceability Matrix
* Developed Test Plans, Test Cases & Test Scripts
* Designed Test Data Sets
* Service Level Agreements
* Training Manuals