VENKATESH SOUNDARARAJAN

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Portfolio: https://venkateshbalu.streamlit.app/

PROFILE

Business Analyst and Data Quality Engineer with over eight years of experience in the insurance industry, specializing in Guidewire Insurance Suite implementations and functional analysis across PolicyCenter, BillingCenter, and ClaimCenter modules. Proven ability to gather and translate complex business requirements into effective technical solutions, supporting process improvements and system enhancements. Currently advancing expertise in data science by completing a Master's degree in Data Science and Analytics at the University of Calgary, focusing on data quality, statistical modeling, and machine learning. Committed to leveraging a strong foundation in insurance domain knowledge and emerging data analytics skills to drive innovation and deliver value-added Guidewire business solutions.

CORE SKILLS

Functional Skills:
- Quality Assurance: Test Automation, Functional & Integration Testing, Defect Management
- Business Analysis & Requirements Management
- Guidewire Insurance Suite

Programming & Data Analysis:
- Java (Selenium WebDriver), Python, R, SQL
- Data Analysis Libraries: Pandas, NumPy, Matplotlib
- Machine Learning: Scikit-Learn

Data Visualization & Reporting:
- Tableau, Power BI, Excel, Streamlit Dashboard Development

Cloud & DevOps Tools:
- AWS (EC2, S3, DynamoDB)
- Version Control: Git, GitHub
- Agile Project Management: JIRA, Rally

EDUCATION

Masters in Data Science and Analytics   **September 2024 – Present**
University of Calgary, Alberta, Canada

Bachelor of Engineering   **August 2009 – May-2013**
Anna University, Chennai, India

EMPLOYMENT EXPERIENCE

Senior Consultant   **October 2021 - August 2024**
Deloitte Consulting India Private Limited, India
- Worked as a Functional Analyst for Personal Lines insurance projects, gathering and documenting business requirements with SMEs and product owners, translating them into detailed functional specs and JIRA user stories.
- Participated in 3 Amigos sessions (QA, BA, Dev) for new enhancements, helping define clear acceptance criteria and reduce requirement ambiguities.
- Supported client demos by walkthrough of implemented functionalities, enhancing client understanding and engagement.
- Executed integration and configuration functionalities aligned with evolving requirements, contributing to a 95% defect removal rate before release.
- Developed an automated status dashboard framework, reducing manual effort by 50% and improving project delivery efficiency.
- Prepared and shared Daily Status Reports with stakeholders to ensure clear communication of project progress and issue tracking
- Gained hands-on experience with AWS cloud services including EC2, DynamoDB, and S3, supporting cloud-based project components and enhancing technical proficiency.

Consultant   **May 2018 - October 2021**
Capgemini Technology Services India Private Limited, India
- Conducted end-to-end testing of Guidewire-based Worker Compensation policies, validating Operational DataStore (ODS) data accuracy through ETL mapping verification from Customer Portal to Data Warehouse.
- Transitioned from QA to a hybrid BA/QA role, balancing responsibilities in requirements gathering, analysis, and test automation for insurance software projects.
- Created an automation tool that sent real-time failure alerts, improving response times to critical issues.
- Actively participated in agile forums within a team of eight members, reducing the sprint carryover rate by 15% and helping the team consistently meet sprint goals.
  - Provided mentorship and leadership to the data QA team, fostering skill development and ensuring high standards of productivity and quality.

Associate   **September 2013 - May 2018**
Cognizant Technology Solutions India Private Limited, India
- Joined as a fresher in the Mainframe Testing batch, specializing in DB2 database and batch processing testing within healthcare IT projects.
- Managed and tracked key project metrics for healthcare initiatives valued at over $2M across all phases of the Software Testing Life Cycle (STLC), contributing to a 10% increase in process efficiency.
- Led test environment management for continuous testing across three healthcare projects, driving automation and reducing test environment setup time by 40%.
- Delivered 10+ knowledge transfer sessions to ensure smooth handover and retention of critical healthcare domain knowledge among team members and stakeholders.
- Supported healthcare production remediation processes including ad hoc data extraction, reporting, data patching, and document re-triggering to resolve critical live system issues.

PROFESSIONAL DEVELOPMENT
- Member of Data Science Club - University of Calgary -2024.
- Member of Test Tribe - Calgary Chapter- 2024.

CERTIFICATIONS
- Insurance and Guidewire Suite Analyst 10.0 – Jasper –Guidewire Education -2024.
- Karate DSL – Udemy -2023.
- Rest API Automation - Test Leaf Software Solutions Private Limited – 2023.
- Selenium WebDriver - Test Leaf Software Solutions Private Limited – 2022.
- SQL for Data Science - Coursera -2020.
- SDET- Capgemini – 2020.

ACCOMPLISHMENTS
- Awarded as "Spot Award" 2022 & 2023 for Insurcloud – Deloitte, Canada.
- Awarded as "Best Contributor" 2018 for COMPASS Program – Hartford Insurance, USA.
- Awarded as "QE & A Maestro" 2017 of Centene by Cognizant QE&A, USA.
- Awarded as "Pride of the Quarter Q1"-April 2017 of Health Net by Cognizant QE&A, USA.
- Awarded as the "Pillar of the Month "May2014" & "August-2015" of Health Net by Cognizant QE&A, USA.

INTERESTS
- Event Coordinator and active in Cognizant Outreach, India.
- Volunteered in Cognizant Go Green Activities- Beach and Lake Cleaning, India.