**PROFILE SNAPSHOT:**

**Summary:**

I am business analyst professional having over 6 years of experience in insurance & banking domain with ambition of becoming Business Solution Architect. I have experience of working as business analyst across all phases of SDLC with various Project Stakeholders (both at on-site & off-shore) to provide IT solution for Business Needs.

**Business Analyst’s Skills:**

* Extensive experience in requirement gathering by interviewing users, surveys, brain-storming, analyzing existing applications/documents, Data Analysis etc.
* Requirement documentation in form of BRD, Use Cases, Process Flows Diagrams, UI Mock-ups, FSD etc.
* Strong analytic and problem solving skills, very good communication and presentation skills.
* Experience in Requirement Analysis, Business Process Modeling, conducting Gap Analysis and Impact Analysis, preparing Training manuals, Requirements Elicitation, Data Analysis, work flow analysis etc.
* Experience of working directly with customer for business requirements (both on-site & offshore).
* Experience in business analysis processes during various phases of SDLC e.g. Requirement Gathering, Design, Development, Testing & UAT support.
* Hands-on experience in Agile (as Product Owner) projects.
* Experience in Test Planning, creation & execution of test cases.

**Domain Skills:**

* Over 6 years of experience as IT business analyst in Insurance & banking domains.
* Very good knowledge of Life Insurance domain (in New Business & Underwriting areas) and US Health Care Payer domain (in Claims, CRM areas).
* Very good domain knowledge of Property & Casualty Insurance (especially in Home & Motor insurance).
* Good knowledge & experience in banking (mainly Payments) domain.

**Employment Details:**

Company: HCL Technologies ***May, 2010 to present***

Role/Profile: Business Analyst in Insurance Domain

**PROFESSIONAL CERTIFICATIONS:**

* Cleared LOMA 280, 290, 301 & 307.
* PAHM certification from AHP
* AIII from Insurance Institute of India.
* BEC Vantage
* AHBAP etc.

**TOOL/TECHNICAL SKILLS:**

* Operating Systems: Windows, Macintosh.
* Frameworks: worked on frameworks like. All-Finanz, OPUS, Guidewire, Pega PRPC, MS Dynamics CRM etc.
* Other Tools: MS Office, Visio, QC, Signavio (BPMN 2.0), TestLink, Bugzilla, ZIRA, Conflence, Mock-flow etc.
* Languages: SQL (only basics).

**EDUCATIONAL QUALIFICATION:**

|  |  |  |
| --- | --- | --- |
| **DEGREE DIPLOMA** | **INSTITUTE** | **PERIOD** |
| MBA (PGDM-Insurance Business Management) | Birla Institute of Management Technology (BIMTECH), Greater Noida | 2008-2010 |

**TOTAL WORK EXPERIENCE:**

6 years & 4 month

**PROJECT DETAILS:**

**Project # 1:- MRE Reflexive Underwriting Nov*-2015 to Aug-2016***

***Client:*** Allianz Indonesia is a leading insurance company in Indonesia.

***Project Description:*** In this project we implemented AIS (MRAS’s ‘Allfiananz Interview Server’) tool to automate the underwriting process for majority of life insurance applications submitted through ASN Toolbox (iPAD based POS App). The POS app will be integrated with AIS to get the underwriting decision at point of sale to reduce the cost & time spent on underwriting.

***Key Responsibilities:***

* To gather, analyze and define business and functional requirements.
* To document business requirement (create BRD, UI Mock-ups, Process Flows & specification documents).
* Conceptualization & solutioning
* Test planning, writing & execution of test cases

**Project # 2:- Claim Auto-adjudication Apr*-2015 to Mar-2016***

***Client:*** Allianz Indonesia is a leading insurance company in Indonesia.

***Project Description:*** In this project we developed a claim auto-adjudication engine to automate health insurance claims (specially the out-patient, dental, spectacle & daily cash claim) to enable cost saving on claim processing.

***Key Responsibilities:***

* To gather, analyze and define business and functional requirements (Played role of product owner).
* To document business requirement (User Stories, UI Mock-ups, Process Flows & specification documents).
* Test planning & reviewing test cases

**Project # 3:- QuestNet Rewrite Jul*-2013 to Jul-2014***

***Client:*** Quest Diagnostics is a one of the leading laboratory in US. QusetNet is joint laboratory capitation program between various Health Plans & Quest Diagnostics.

***Project Description:*** Our team has rewritten all 3 modules (Configuration Portal, Claim Processing Engine & Reporting) of the QuestNet a legacy application. QuestNet administers & processes all claims/encounters received from all provider across the network (both internal & external providers).

***Key Responsibilities:***

* To Gather, Analyze and Define & document business and functional requirements.
* To create UI Mock-ups, Process Flows & specification documents.
* To translate business requirements into software requirements. To guide the development team during design & development phases.
* Customer Interaction for requirement gathering, conducting Review & Demos.
* To prepare test-plan and write required functional & DB level test scripts
* Testing execution and defect management.
* Deliver formal monthly project reports to communicate status, results, and technical documentation to client.

**Project # 4:- Test Data Generator Mar*-2013 to Jun-2013***

***Client:*** BCBS MS (Blue Cross Blue Shield Mississippi) is a health plan is state of Mississippi providing health insurance coverage to both individual & group market.

***Project Description:*** In TDG Project we customized HCL’s iCRM (ICD 9 to 10 conversion tool) solution to automatically process X12 file (837 format). The new customized iCRM tool will read the claim from X12 files, converts ICD 9 codes into ICD 10 codes & then writes the output X12 file in ICD10 format.

***Key Responsibilities:***

* To Gather, Analyze, Define & document business and functional requirements.
* Prepare test-plan & writing functional test scripts.
* Supervising the testing and defect management.
* Preparation of Business Work-flows & User Manual.

**Project # 5:- MEM FLSL *Feb-2012 to Dec-2013***

***Client:*** Internal Project (HCL Technologies)

***Project Description:*** MEM FLSL is an Integrated Payer CRM solution that encompasses the base CRM modules like marketing, sales and service along with reporting. In this project we customized CRM modules (of MS Dynamics CRM & Pega CPM) such as Pre-enrolment, enroll and Member maintenance to suite US health-care payers.

***Key Responsibilities:***

* To Gather, Analyze and Define & document business and functional requirements.
* To create Use Cases, UI Mock-ups, Process Flows, Entity Relationship Diagrams & specification documents.
* Preparation of presentation material, supporting sales teams. Conducting customer demos & POCs
* Prepare test-plan, write & execute functional test scripts.

**Project # 6:- Guidewire- Claim Centre** **Aug*-2011 to Feb-2012***

***Client:*** Client is leading property & casualty insurer in US.

***Project Description:*** In this project we integrated client legacy PAS system with GUIDEWIRE – CLAIM CENTER.  This integration for selective data is to be in co-existence for some period after which CLAIM CENTER will be the sole claim admin system

***Key Responsibilities:***

* To gather, analyze and define business and functional requirements for Guidewire (BRD, Process Flows)
* Worked directly with the implementation team to ensure delivery and implementation of the solution.
* Prepared test-plan and wrote required functional test-cases.
* Performed manual testing, defect management & reporting and UAT support.

**Project # 7:- Mobile Wallet (Person to Person Payments) *Mar-2011 to Aug-2011***

***Client:*** USAA (United States Automobile Association) is a leading financial institution in US.

***Project Description:*** In this project we developed a mobile application (for iPhone & Android platforms) to manage & transfer funds by mobile phone through PayPal using just a phone number (P2P Payments). Application also supported fund transfers from bank account to bank account (both USAA and other bank accounts).

***Key Responsibilities:***

* To Gather & document business requirements.
* Requirement analysis & support to development team
* Prepare test-plan & writing functional test scenarios.

**Project #8:- Wind Storm Shield July*-2010 to Dec-2010***

***Client:*** USAA is a leading financial institution which deals in areas like Insurance, Banking and Capital markets etc.

***Project Description:*** In Wind Storm Shield project we customized an existing policy admin system (main-frame application) for changes in business rules pertaining to a particular peril called wind storm. The regulatory changes stipulated that there will be different rules for different geographies (based on Geo-coding) with regard to wind storm peril & its premium rates in Home Owners & other property insurance policies.

***Key Responsibilities:***

* To Gather, Define & document business requirements.
* Requirement analysis & support to development team
* Supervising the testing and defect management.

**PERSONAL DETAILS:**

* Date of Birth: 06th July 1983.
* Languages Known: English, Hindi.
* Permanent address: H. No. 374, Nahargarh, Dist. Baran, (Rajasthan) Pin – 325216.

Date: Signature: