Certified Business Analyst Resume – Insurance Domain

Name
Address

About me:

I have over 3.5 years of experience as a Business Analyst and have been intricately involved and associated with the complete SDLC of the "Buy online" modules of all the GI (Casualty and Property Lines) and LI products including Healthcare, Travel Insurance, Motor Insurance, Annuity Products and Pension products on the website www.bajajallianz.com as the Business Analyst.

This includes Requirement Gathering, Approval from Stakeholders, Business Requirement document preparation, design of test cases, leading the UAT team and end user training.

I am certified in Insurance and awaiting my certification result in Business Analysis (CSBA).

Education Details :

MBA (Marketing + IT/ITES) –MBA, GPA 4.4

B.E. (Electronics & Telecommunication Engineering), B.E., 63.2%

Diploma (Electronics & Telecommunication Engineering),

Professional Experience :

Bajaj Allianz, Pune (7/2009 to Present)
Business Analyst

       Term, Pension and Annuity Products : 7/2011 to present

       With the new IRDA guidelines coming into force in October 2010, the sales of ULIP products significantly dropped and it became imperative for the websales team to think of other avenues to source Life Insurance Business. Hence, the focus shifted towards the launch of a bucket of 8 products on the Bajaj Allianz website which traditionally boasted of only a ULIP products offering. I am currently involved in the project as the BA right since the requirements gathering phase of the SDLC.

       Casualty Lines: Health Insurance - 10/2010 to 7/2011

       The Bajaj Allianz website did not have any Health Insurance / healthcare products for online purchase on the website and all the Health Insurance policies had to be purchased online. I was instrumental in the launch of the buy online module for Health products on the Bajaj Allianz website which included the design of prototypes of

webpages for stakeholder approval in addition to the other stages of the SDLC. Today, Health Insurance is contributing to more than 20% of the business of the channel.

Casualty Lines: Travel Insurance - 5/2010 to 10/2010

Travel insurance is generally purchased online by customers on the day they are about to leave for a foreign trip. Since the client is generally in a hurry, it is essential to ensure that the module is user friendly and can be used by the client without any external support in any way from the call centre.

I was closely involved with the launch of the Travel Insurance throughout the complete SDLC as the Business Analyst for the Project

Property Lines: Motor Insurance - 7/2009 to 5/2010

Bajaj Allianz Motor Insurance "Buy Online" portal was very sluggish, error prone and non-user friendly. I was involved in the complete SDLC for the same right from requirement gathering to UAT and it resulted in the online sales for motor insurance increasing by more than 300% within 3 months of the launch of the buy online process for motor

Responsibilities handled in Bajaj Allianz in various projects

- Have been involved in the Business Analysis for the Websales channel and call centre of Bajaj Allianz (For both General Insurance and Life Insurance) and have been instrumental in the design and implementation of the processes and Standard Operating procedures for the call centre
- Collected business requirements from project shareholders and converted the same into Business Analysis documents for development of IT modules. Was also involved in creating UML diagrams on the basis of the requirements.
- Established positive relationships with with various stakeholders including Underwriting, Finance, Operations, Marketing and Website development team for requirement gathering, creating BA documents and their acceptance to various stakeholders
- Facilitated small to large cross-functional meetings and conducted information gathering sessions
- Formed detailed UAT and QA test plans, managed system testing and preserving testing documentation
- Lead a team of UAT testers who perform the testing to ensure that the developed modules are as per the requirement.
- Provided timely updates on project issues and deliverables to the stakeholders.
- Created functional specifications, included use cases, data models, and business process flows
- Created and maintained user documentation, project plans, managed deadlines, and working to meet feature requirements and customer expectations
- Provided recommendations for improvement on all assigned projects
- Have been instrumental in finding various loopholes and security flaws in the existing systems and processes and plugging them with the support of the Call Centre and IT team
- Performed documentation of several in-house modules for the end users
- Carried out end-user training sessions on the new modules

Certifications:

- **Have cleared the Licentiate certification Exam in Insurance conducted by the Insurance Institute of India**
- **Batch topper of I-Quest for Pune in Bajaj Allianz. I-Quest certification covers all the basic General Insurance products.**
- **Appeared for the Certified Software Business Analyst exam. (Result Awaited)**

Vismaad Pte Ltd, SAS Nagar (6/2006 to 8/2007)
Business Analyst
eLib

eLib is the acronym for e-library. E-Lib is an advanced digital platform for the 21st century Library and offers a rich set of features to manage the modern day physical library. It comes with a web based interface and can be accessed by users, employees and suppliers.
This application was designed for one of the clients of Vismaad and helps to catalog, search, retrieve and transact in the library environment and also assists in inventory management.

- Was the sole BA involved in the requirement gathering and creation of the BRD for this project.
- Created functional specifications, use cases, data models, and business process flows
- Formed detailed UAT and QA test plans, managed system testing and preserving testing documentation
- Lead a team of UAT testers who perform the testing to ensure that the developed modules are as per the requirement.
- Provided timely updates on project issues and deliverables to the stakeholders
- Created and maintained user documentation, project plans, managed deadlines, and working to meet feature requirements and customer expectations
- Mantained the RTM (Requirements Traceability Matrix) for the project to ensure proper delivery.

IT Skills:

- Domain Skills : Both General Insurance and Life Insurance
- Documentation Tools : Microsoft Word, Outlook, Excel, Power Point
- OS : Windows 98 / 2000 / ME / XP / Vista / 7 / NT
- Project Management tools : MS Project
- Diagramming / Modeling Tools / UML Tools : MS Visio, Visual Paradigm, Rational Rose
- Prototyping / Wireframe Tools : JustinMind Prototyper
- Languages : C, C++, Java, HTML
- Databases : SQL, Oracle, MS Access
- Others: UML 2.0, Use Case diagrams, Mind Mapping, Brainstorming.

Other Skills:

- Very quick in reading, understanding and learning.
- Excellent documentation skills especially on business requirements.
- Designed and developed systems for various business processes.

- Knowledge in project and operations management.
- Excellent communication and organizational skills.