**NARESH KUMAR KESANAPALLI FIII., FLMI., CSTE., PMP.**

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An astute professional with vast experience of 16+ years of IT experience as Senior Scrum Master in Insurance domain, Business Analysis, Planning, Team Management, and Client Engagement Management. Expertise in planning, executing and spearheading various product management and system implementation within set time & quality norms; adept in end-to-end implementation projects from requirement analysis to system study, troubleshooting and post-implementation support.



**Experience Summary**

* An Agile practitioner with 16+ yrs. of IT experience who models the skills and mindset of agile, along with the responsibilities of being a Senior Scrum Master. An expert at building high performing, self-organizing teams that deliver quality solutions with a naturally low operational overhead, whilst developing and maintaining a magnificent team spirit.
* Extensive management experience in SDLC taking medium to large sized projects from inception phase to transition phase successfully.
* Experienced in developing cost estimates, monitoring project budget and spend.
* Experienced in developing Use Case Specifications, Functional Specifications, Interface Control, Data Definition/Mapping Documents, System Specification Documents, Project Plans, Test Plans, Testing Strategy Document, Requirement Traceability Matrix, Test Case Documents and Client Custom User Manuals.
* Strong analytical, problem solving, communication skills, with ability to interact with individuals at all levels.
* Extensive experience with on-shore/offsite working model.
* Sound working knowledge of MS Office tools like Word, PowerPoint, Excel, Project, and Visio.
* Sound working knowledge of Project Management Tools, MS Teams, Sharepoint, ServiceNow, HP ALM Quality Center, CLM, JIRA.
* Ability to learn different business systems and software technologies quickly and work in multiple assignments concurrently.



**Academic Credentials**

1999 M.Com. (Master of Commerce) Nagarjuna University

1999 F.I.I.I. (Fellow of Insurance Institute of India) III

2000 M.B.A. (Master of Business Administration) Open University

2005 F.L.M.I. (Fellow of Life Management Institute) LOMA, USA

2009 CSTE (Certified Software Tester) QAI

2014 PMP (Project Management Professional) PMI

2019 Infosys Global Agile Certification Infosys Ltd.

2020 Certificate in Strategic Business Leadership Manipal University

**IT Credentials**

2002 H.N.C. (Honors Diploma in Network Centering) N.I.I.T.

**Work History (Relevant Only): (Starting from Recent)**

Dec’2015 – Till Date Infosys Principal Consultant (Life Insurance)

Aug’2004 – Dec’2015 CSC Senior Professional (Service Delivery)

Jun’1993 – Aug’2004 LIC Higher Grade Assistant

**White Papers Published**

<https://www.infosysbpm.com/offerings/industries/insurance/insights/Documents/distribution-management-systems.pdf>

[**https://www.infosysbpm.com/offerings/industries/insurance/insights/Documents/disrupting-insurance-with-blockchain.pdf**](https://www.infosysbpm.com/offerings/industries/insurance/insights/Documents/disrupting-insurance-with-blockchain.pdf)

**Insurance Software Products Experience**

Producer and Commission Management Systems, Illustration System, SICS Reinsurance, nbA, CyberLife, Vantage One, VP/ MS Models, AWD.



**Occupational Contour**

**Major projects handled**

**Title: Principal Consultant for Infosys McCamish Ltd. Role: Senior Scrum Master**

**Duration: 5 years**

**Environment:** Java, Spring MVC, MS-SQL, JBPM

**Details:** PMACS® (Producer Management and Compensation System) has a comprehensive suite of Distribution and Compensation management software products specifically designed for the financial services industry. It offers 6 modules viz. Producer On-boarding, Producer Management, Compensation Management, Performance Management, Producer Portal and Leads Management. It enables faster time to market for new compensation plans, is reliable with calculations or accounting, and easy to manage. PMACS® supports all life, annuity, security, pension, health, disability and property and casualty products/ requirements and is very flexible.

Key responsibilities-

* A Servant Leader, achieved in building and managing talented teams of business analysts, programmers, developers and other specialists. Coached up to 32 personnel across the engagement
* A transformation flag bearer and lead the transformation of all ongoing projects under product portfolio into Agile Methodology and metabolize the team to be self-enabled, organized for high performance and best benefit.
* Great believer of automation hence instrumental in implementing CI/CD, TDD and test automation
* Part of Agile COE core team and Agile Adoption training team.
* Continuous Product Backlog refinement engagements with Product Owners in creation and maintenance of Product Backlog as to maximize the business value
* Leading Product Management Group and Steering committee meetings and explaining the value adds to the base product platform by implementing the product enhancements listed in Roadmap and getting approvals.

Achievements

* Successfully completed UI redesign project which has enhanced user experience by better look and feel, consolidation of screens, streamlining process flows and minimizing mouse clicks. It also involved upgradation of framework from Struts to Spring MVC, Multi language and Multi Currency support.
* Anchored the development of India version of PMACS®
* Instrumental in winning new client deals viz. Foresters, AmFam and PALIG starting from responding to RFPs to proposal document creation.
* Achieved Outstanding Appraisal rating consecutively for 4 half yearly evaluations.
* Optimized Estimation Template for PMACS® based on scientific methods

**Title: Illustrations Business Analyst/ Manager for Allstate Financial Technology, Lincoln, NE**

**Role: Senior Professional Service Delivery**

**Duration: 5 years**

**Environment:** Eclipse Illustration system, Winflex, Actuarial tools, Share Point

**Details:** The goal of the project is development of illustration system for new sales and reprojections for existing policies.

Key responsibilities Handled-

* Analyze SOW for new projects, reviews and approves the project estimates developed by the team
* Review SOW with onshore coordinators and guides them in identifying gaps in scope, developing high level strategy, identify risks associated and possible mitigation
* Prepare Business Requirements, Software Specification documents
* Assigns tasks to individual team members and guides them in prioritization
* Monitors and reviews the progress of tasks assigned to team members
* Works closely with onshore program manager in resource balancing to manage the schedule and cost against the changing scope and priorities
* Reports the status and health of projects and the entire team to CSC management
* Conducts causal analysis of deviation in metrics and SLAs, develops & implements action plans
* Work with leads to perform analysis of the system to develop detailed L2 and L3 estimates
* Work with leads to develop Business Requirements and Software Specification documents
* Provide business clarifications to team members questions
* Review of SOX related documentation and timely updates of Quality Center

Achievements

* Successfully coordinated and delivered Allstar decommissioning project which is 15,000 hrs. project on time and within budget
* Played the role of Program Manager on deputation.
* Received positive feedback from the client regarding work completed. (Available upon request)
* Established quality procedures for defect management of issues rose internally and by client sites.

**Title: Business Analyst for nbA (New Business Accelerator)**

**Duration: 2 years Role: Lead Business Analyst**

**Environment:** Java

**Details:** CSC’s nbAccelerator®, the industry’s most complete new business software, positions life insurance and annuity companies to close new business faster by automating repetitive steps and integrating work management, marketing, sales and service activities.

Key responsibilities Handled-

* Coordinated the documentation of business requirements and scoping of requirements for the current phase and across multiple business functional areas.
* Developed to-be business process flows and coordinated the review of the detail design for the business.
* Coordinated User acceptance testing and developed job aids for the new functionality that was enabled.
* Provided user training prior to implementation.

Achievements

- Acted as single point of contact between Project Management and appropriate IT groups from solution planning, sizing, to fulfillment.  
- Persuade visual designers by understanding usability and design principles.  
- Received ‘Best Employee’ award

**Title: CyberLife Business Analyst for Nationwide Insurance**

**Duration: 4 years Role: Senior Business Analyst**

**Environment:** MVS

**Details:** This project supports the end-to-end processing applications from New Business to Claim Settlements. The project required preparation of functional requirements for CyberLife admin system.

Key responsibilities Handled

* Business logic consulting
* Communication Interface between Onsite and Offshore Teams
* Participation in project kick off meetings, Business Requirements and design walkthroughs.
* Discussing the queries raised by offshore team with onshore BA and Development and providing clarification
* Ensuring that client deliveries are as per schedule
* Preparation of monthly metrics and presenting them to client managers
* Addressing the concerns raised by client by drawing action plan and resolving them

Achievements

-Awarded as Best Employee for the quarter (1 & 2) in year 2007.  
-Recognized for giving remarkable support for developing new business.

**Title: HGA in LIC of India Role: Administrative Supervisor**

**Duration: 11 years**

**Details:** Involved in branch operations in various functional departments of LIC viz. Sales, New Business, Policy administration, Claims, Accounts etc.

Key responsibilities Handled

* Settlement of advances and commission for agents
* Registration of proposals, Underwriting, Issue of new policies
* Policy administration viz. Loans, Surrenders, Reinstatements etc.
* Settlement of Death claims, Maturity Claims and Survival benefits
* Preparation and submission of branch Trial balance and various accounting activities.

Achievements

* Reduced turnaround time of issue of policies from 20 business days to 15 business days by streamlining the workflows and procedures.
* Increased policy completion ratio to 92% from 84% Achieved “Excellent” in Audit and Inspection ratings for NB Dept.
* Reduced first premium lapsation to below 10% from 16% with regular communication and liaison with field personnel. Maintained Claims settlement speed ratio of 99% and pending Claims ratio of 1%.

**PERSONAL DETAILS**

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Visa Information: B1 Visa to USA, with validity upto 1st May 2027

L1A Visa to USA with Validity upto 13th Dec 2022