

Akash Raj

Bachelor of Engineering (B.E from UVCE)

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PROFESSIONAL EXPERIENCE

Deputy Manager – Exide Life Insurance

Business Analyst

July 2019- Present

Exide Life Insurance Company Limited, formerly known as ING Vysya Life Insurance. Serving over 10 lakh customers across India, Exide Life Insurance is one of the leading life insurance companies in South India.

Work involves managing business critical deliveries; these could be application changes or a completely new application.

Key Responsibilities:

- Primary role in the Business Analyst team was to gauge the requirements and quickly churn out an approach plan.
- Liaise with key stakeholders from the various business teams, development teams and infrastructure teams to ensure applications are delivered as specified.
- Worked on BI (Benefit Illustrator) system for various product launches in Exide Life. The benefit illustration basically shows how policyholder's insurance policy fund/money invested will perform over a period of time.
- Handled ImPact Application which uses HP Exstream a multichannel customer communication management (CCM) for handling all customer communication via SMS, Email or Print.
- Improved Training Management System (TMS) application, used to train the advisor and agents. The application was built to undertake test, capture attendance and reporting.

Key Achievements:

- Awarded "Winners of Winners Award" (Quarterly Award) by CTO of Exide Life for getting the BI revamped as a part of regulatory requirement.
- Top performer in Change Request (CR) Delivery.
- Headed a small team of BAs and developers to achieve timely delivery CRs and Project.

PROFESSIONAL EXPERIENCE

Associate Business Analyst – Anvizent Analytics Business Analyst

June 2018 – June 2019

Anvizent is a product of DW Practice, LLC (www.dwpractice.com). headquartered in Atlanta, GA, USA. Anvizent is the result of 20 years of data warehousing and data management expertise implementing various data warehouses at several companies around the globe.

Worked on various projects related to solving Supply chain problem via Analytics which included requirement gathering, researching, making wireframes and testing

Key Responsibilities:

- Gathering requirements and communicating the same to technical team in form of Wireframes and requirement document
- Understanding the client business process and come up with a solution proposition
- Continuously develop KPI library which can be used to build dashboards for top management to provide corrective actions and recommendations.
- Leading end to end project delivery and work closely with client's multi location team and stakeholders
- Coordinating with internal stakeholder for proper data flow in dashboards and Responsible for creating dashboards in Anvizent tool.
- Responsible for analyzing data in different ERP's, dashboards and provide observations to technical team.

Key Assignments/ Initiatives:

- Improved delivery standards by streamlining the process across the project and thus reduce time drastically.
- Trained partners/new employees on the product. Suggested new features to be added based on customer feedback/ competitor's product analysis.
- Client Happiness Index: Ensured every support request closure was made in the fastest possible time, by being proactive in issues and solution which ensures client satisfaction.
- Understanding new ERPs: Understanding the ERP and streamlining the existing business process to deliver the dashboards/ reports to customers.

EDUCATION

Qualification	College/ University	Year	CGPA/%
B.E –(Mechanical Engineering)	University Visvesvaraya College of Engineering/Bangalore University	2018	78.11
XII	Kendriya Vidyalaya AFS Yelahanka, Bangalore/CBSE	2014	93.60
X	Kendriya Vidyalaya AFS Sulur, Coimbatore / CBSE	2012	10 CGPA

OTHER PROFESSIONAL QUALIFICATIONS/ CERTIFICATIONS

- Accumatica ERP Certification completed in January 2019
- Advanced Google Analytics Certificate completed in May 2019
- Google Analytics Individual Qualification in May 2019

INTERNSHIP

Business Analyst Intern - Anvizent Analytics

Jan 2018 – June 2018

- Delivering graphic information that is accurate, rich, real-time and in the palm of your hand.
- Interacted with overseas clients to collect and document requirements.
- Extensive use of Microsoft excels to create data to demonstrate business cases
- Used theoretical understanding of various processes in manufacturing industry such as procurement, production, planning and control to solve supply chain problems of customers.

PROJECTS UNDERTAKEN

1. Project Title: "DSMC analysis of flow through 2-D micro-channel using OpenFOAM"

- Monte Carlo simulations of three-dimensional steady-state rarefied hypersonic flow in cylinder at different Knudsen number are performed by using the direct simulation Monte Carlo (DSMC) method.
- Software used for Designing: OpenFOAM v1606+
- Software used for Analyzing: Paraview 5.0.1

2. BAJA 2018 and Go Kart Design 2017

- Designing and fabrication of an all-terrain vehicle and Go Kart design
- Designed of steering system, Chassis and braking system with a team of 20 Student and participated in Racing competition held in Coimbatore and Indore

Skills	
Stakeholder management Vendor Management – For deliveries Visualization based on ERP Client Presentation Microsoft Excel and SQL	Domain knowledge of Manufacturing process and Supply Chain Domain Knowledge of Insurance

POSITIONS OF RESPONSIBILITIES

- Super Dream Foundation: On a personal front, I started a Philanthropic citizen initiative named "Super Dream Foundation" in January 2019. So far thousands of smiles have been spread through this initiative to various kids across the Orphanages in Bengaluru. We conduct monthly food donation and fun activities for kids at Orphanages in Bengaluru.
- Military Mantra: Started an Educational YouTube channel meant for Defence Aspirants. Eventually, we transitioned into teaching for UPSC, CAPF and SSC as well. What started off as an experiment in 2018, has ended up as a platform, where aspirants from across the country seek knowledge