**Yashodhara Ranade**

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Business Analyst with more than 7 years of client facing experience in driving digital initiatives. Detailed oriented, self-starter & collaborative individual who is always looking for areas of improvement by analyzing client business model and as-is processes, identifying gaps and driving real change to achieve specific business outcomes.

**Professional Summary:**

* Helped stakeholders with key tasks such as identifying policy events affecting insurance premiums, policy and quote submissions etc. by gaining solid understanding of user interface for Guidewire BillingCenter and PolicyCenter, as well as EIS (Exigen) platform for Billing and Enrollment, software tools widely used in the Property & Casualty insurance business.
* Led strategically important Guidewire Software implementation project from Inception to Release, using agile SCRUM methodologies which was rolled out to hundreds of users.
* Managed overall product’s lifecycles by working with software development teams in gathering requirements, writing epics, converting them into features & user stories, managing product feature & sprint backlogs, launching them successfully in production.
* Excellent communication, facilitation and presentation skills; experience collaborating with various stakeholders from Business including SMEs, Users, Senior Management, Legacy application team, Developers and Testing teams.
* Drove cross-collaboration with teams from multiple disciplines such as software development, testing, application management and domain specific subject matter experts and in communicating project status to senior management.
* Responsible for facilitating conference calls to drive collaboration & brainstorming sessions between various stakeholders by defining agendas, setting up processes & accomplishing specific outcomes.

**Professional Experience**

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| ***PWC (Senior Associate – Advisory)*** |  |
| **Eastern Bank (Project Analyst) March 2020 – April 2020**   * Successful analysis of project health and understanding gaps and needs of the client. * Created and provided recommendations for a more streamlined Change Control process, Project Status, Testing Plan and Milestones. * Providing expertise in billing/accounting to the testing team for better writing test scripts and planning testing activities.   **WellFleet Insurance** (A Berkshire-Hathaway company) **(Business Analyst)** **Nov 2019 – March 2020**   * Successful creation of stories in JIRA based on discussions with SMEs in absence of a scrum team or Product Owner. * Successful turnaround of user stories based on last minute change of scope. * Researching of a new product and functionality of the new product customized for client. * Providing Billing related expertise to client in regards to the EIS platform. * Successful planning of PI1.   **Renaissance EIS (Business Analyst) Aug 2019 – Nov 2019**   * Successful completion of product mapping for Group Benefits for Policy track. * Researching on Eligibility Rules for enrolling New and Current Employees along with dependents. * Providing continued understanding to client on the Policy Enrollment process for Group Benefits insurance products.   **New Ventures - Rangers (Content Analyst) July 2019 – Aug 2019**   * Evaluated and interpreted content regarding Healthcare Payer compliance data. * Successful monitoring and ingestion of regulatory data regarding Pharma Life Science. * Screen the drafted articles and edit the contents, wherever necessary, to provide better reading material to readers.  |  |  | | --- | --- | | **USAA P&C Modernization (Business Portfolio Consultant)** | **Apr 2019 – June 2019** | | * Advising client on better workflows and processes for Reporting financials and resources | | | * Organizing client work for better streamlining for management purposes | | | |
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| **State Compensation Insurance Fund (Lead Business Analyst)** | **Dec 2016 – Jan 2019** |
| * Led business analysts into successful completion of Phase 1 Overall BillingCenter functionality and user interface related story cards and Phase 2 customized Collections module for client in BillingCenter. | |
| * Successfully streamlined processes and approaches to story cards and workflows for the BA team. | |
| * Delivered Guidewire software insight to client sponsors on working of product. | |
| * Successfully identified requirements for Reports processing for all departments for DataMart team using Microstrategy and other in-house digitals. | |
| * Led UAT issue resolution and UAT master business scenarios. | |
| * Completed multiple change orders and mitigated risks and resolves issues presented with the Change Control Board members with less than 24 hours of turnaround for updating approved requirement and process changes. | |
| * Provided knowledge to various stakeholders regarding Agile as well as BillingCenter suite. | |
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| **DeNovo FinTech (Data Analyst)** | **Oct 2016 – Nov 2016** |
| * Researched for various financial companies to see where innovation was happening within Financial Services using the DeNovo web-based platform. | |
| * Worked on analyzing features and functions dossiers, trend dossiers and the innovation nexus. | |
| * Wrote and reviewed company Points of View (POVs) which describe a company's business model, strategy and points of differentiation. In addition, helped tag each company to an industry, value chain segment and trend. | |
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| **Universal North America (Lead Business Analyst)** | **Jul 2016 – Sept 2016** |
| * Successfully completed and received approvals of 55 story cards in less than 3 months. | |
| * Owned Admin Data and successfully updated and created queries to input users into the BillingCenter system with correct roles and permissions to work the system. This helped stakeholders to easily access staff information within the system. | |
| * Provided functional insight and guidance into the working of the Guidewire BillingCenter insurance suite. | |
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| ***SwabZ Systems LLC (Management Analyst)*** |  |
| **California Insurance Group (Business Analyst)** | **Feb 2015 – Mar 2016** |
| * Collaborated with various levels of stakeholders to engage the teams into negotiating requirements based on relative priority for implementing Guidewire BillingCenter suite for Personal Auto, Homeowner, and Business owner’s lines of business. | |
| * Elicited user requirements, created epics, user stories and data mapping sheets. | |
| * Liaised between business users, subject matter expert, legacy team and technical team for elaborating user stories for implementing Guidewire BillingCenter and conceptualize solution meeting business requirements. | |
| * Led defining testing of business scenarios for user acceptance testing. | |
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| **New Jersey Manufacturers (Business Analyst)** | **Feb 2013 – Jan 2015** |
| * Worked on writing user stories and implementing Guidewire BillingCenter solution for Workers Compensation and Personal Auto Insurance. | |
| * Documented business requirements, stakeholders’ requirements, and transition requirements through both formal and informal requirements workshop sessions and validated needs of the business. | |
| * Mapped key business rules and functionality of existing legacy policy administration systems and billing solution; prepared requirements traceability matrix to keep track of business requirements implementation in Guidewire BillingCenter. | |
| * Worked with business users on defining acceptance criteria for a user story and facilitated user acceptance testing. | |
| * Managed and tracked change control process of requirements and design changes and their impacts to product delivery. | |
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| ***Persistent Systems Ltd (MBA Project Trainee)*** | **Jun 2008 –Aug 2008** |
| * Worked with T&D on identifying analysis points for entry level training data. | |
| * Assessed the extent to which the training program met the organizational expectations in shaping the new entrants as useful employees. | |
| * Worked through understanding of Induction, Technical Training, Soft Skills Training, Modular Training, designing the project process, formulation of organizational goals, designing questionnaires, conducting interviews, analysis and drawing conclusions, writing report. | |

**Education**

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| **Master of Arts in Communication** (Wichita State University, Kansas USA) | **Aug 2010 – May 2012** |
| **Master of Business Administration in HR** (HNIMR, Pune University INDIA) | **Aug 2007 – June 2009** |
| **Bachelor of Arts in Economics** (Fergusson College, Pune INDIA) | **Sept 2004 – June 2007** |

**Skills**

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| **Soft Skills** | * Excellent Communication skills: written and spoken. * Strong analytical skills, ability to identify problems, research issues, and provide solutions. * At next level and engaging leadership skills and effectively participate in team project planning and execution. |
| **Technical Skills** | * P&C Insurance Products: Guidewire BillingCenter, Guidewire PolicyCenter, EIS PolicyCore, EIS BillingCore * Document Management: xPression, Documentum, HP Exstream * Requirement Elicitation: Rally, Visio, Word, Excel, PowerPoint, MS Project Team, TFS, JIRA, IBM-DOORS * SDLC Methodologies: Agile(Expert), Waterfall (Intermediary), SAFe (Basic) |