# Thiyagarajan.R

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# Passport No: K8303587 (valid till 12-04-2023)

**Profile Summary:**

* 7+ Years of **Business Analyst** experience in Property and Casualty (P&C) Insurance domain
* 4 Years of Underwriting experience in Indian General Insurance industry
* Well exposure on Motor, Property, Liability and Individual/Group Health Insurance Products
* Effective BA with expertise in Requirements gathering and analysis, Functional Specification Design
* Effective client interaction to gather business requirements, providing demos and providing clarifications to client's pain points
* Carried out the delivery of multiple P&C insurance functionalities such as Policy Administration and Claims
* Experience in Insurance product **"Duck Creek"** & **“Polisy Asia (PSEA 400)”**
* Experience in CRM tool **Salesforce Lightning**.
* Experience in Functional, Regression, System Integration Testing
* Knowledge in Microsoft Word, PowerPoint and Excel including Macro

**Professional Experience**

* **Senior Consultant** in Capgemini Technology Service India Ltd., from February 2019.
* Worked as a **Senior Business Analyst** in Accenture Service Pvt Ltd., from December 2015 to February 2019.
* Worked as a **Business Analyst** in CSC India Pvt Ltd., Chennai from April 2011 to December 2015.
* Worked as an **Underwriter** in Bajaj Allianz General Insurance Co. Pvt Ltd., Chennai from April 2007 to April 2011.
* Worked as a **Process Agent** in Sundaram Business Services., Chennai from May 2006 to April 2007.
* Worked as a **Document Specialist** in Spreadhead India, Kanchipuram from Oct 2003 to April 2006

**Academic Details**

* **M.C.A** from University of Madras, Chennai,
* **B.C.A** from Sri Sankara Arts & Science College, Kanchipuram
* **H.S.C** from Dr.P.S.S. Hr.Sec. School, Kanchipuram
* **S.S.L.C** from Dr.P.S.S. Hr.Sec. School, Kanchipuram

**Certifications:**

* **AINS 21** from American Institute for Chartered Property Casualty Underwriters (AICPCU)
* **Licentiate** from Insurance Institute of India (III)
* **Certified Scrum Master (CSM)** from Scrum alliance
* **BCS (ISEB) – Foundation certificate in Business Analysis**

###### Project Exposure:

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| **Project:** | Employee Relationship Digitization |
| **Client:** | FMCG company, India |
| **Product:** | Salesforce Lightning |
| **Responsibility:**   * Work with Central HR team management to identify manual processes which can be automated in manufacturing plant to reduce cost and time. * Presented consulting papers with possible solutions which contain As-Is and To-Be processes * Conduct requirement gathering and elicitation session to document identified 20 processes requirements. * Prepared User Stories & System Requirement Specification (SRS) for all processes * Conduct requirement walkthrough session to developers * Performed Functional Testing plan and execution * Preparation of Train the Trainer (TTT) document and conduct user Demo and training session for end users | |

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| **Project:** | Personal Home Insurance |
| **Client:** | P&C Insurance company, UK |
| **Product:** | Duck Creek Policy Admin |
| **Responsibility:**   * New Personal Home Insurance product has been developed to client affinity partner and it is 1st Duck Creek implementation which replace existing legacy application. * Conduct requirement elicitation for design and development of Underwriting Rules and Renewal Transaction for documentation * Preparation of Functional Design (FD) document. * Work with Testing manager to identify the testing processes which can be automated. * Streamlined Pricing system integration testing which reduce manual testing effort largely with the help of automated policy purchase and excel macro which pulls XML data from XML file and compare policy admin data with rating engine data * Supported Functional and System integration Testing on Policy Admin application with CRM tool MS Dynamics | |

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| **Project:** | Enhancements |
| **Client:** | P&C Insurance company, Thailand |
| **Product:** | Polisy Asia (PSEA 400) |
| **Responsibility:**   * Implemented new enhancements on existing P&C Insurance product like new Motor additional cover, Inception change in endorsement, Reversal of Reinsurance payment etc. * Worked as a BA to collect requirements and preparing Functional Specification document (FSD) * Conduct requirement walkthrough session to developers * Supported Functional and User Acceptance Testing | |

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| **Project:** | Goods Service Tax (GST) Implementation |
| **Client:** | P&C Insurance company, Malaysia |
| **Product:** | Polisy Asia (PSEA 400) |
| **Responsibility:**   * Implemented the Goods service tax (GST) into Policy Administration for all the Line of Business (LOB) to replace existing Value Added Tax (VAT) * Assist onsite BA to prepare Functional Specification document (FSD) * Preparation of Functional Test scripts and execution | |

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| **Project:** | Auto Insurance Quote and Purchase |
| **Client:** | P&C Insurance company, USA |
| **Product:** | Mobile application |
| **Responsibility:**   * Preparation of Functional Test Plan for all the requirements * Performed Functional and Regression testing | |

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| **Project:** | Auto Insurance Quote and Purchase |
| **Client:** | P&C Insurance company, USA |
| **Product:** | Client Custom Desktop application |
| **Responsibility:**   * Preparation of Functional Test Plan for all the requirements * Performed Functional and Regression testing | |

###### Personal Details

Father's Name **:** Ramachandran N

Date of Birth **:** 16–Jul-1982

Passport No **:** K8303587 (valid till 12-04-2023)

Marital Status : Married