**RESUME**

**Krishna Thammisetty**

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| **Snapshot:** +7 years experience of IT expertise in various roles along with **Scrum Master** Role and CSM Certified. |

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| **Career Graph** | | | | |
| **S. No** | **Period** | **Organization** | **Designation** | **Reporting to** |
| 1 | 42 months From Oct 14 till date | L&T InfoTech | **Scrum Master** | Delivery Lead - BU |
| 2 | 53months  From May-10 till Oct | Accenture Services Pvt. Ltd. | Lead Business Analyst | Manager – BA |
| 3 | 33 months: From Aug-07 till May-10 | Max New York Life Insurance Co. Ltd | Manager – Operations | Regional Head -Operations |
| 4 | 40 months: From Feb-03 till July-07 | Bajaj Allianz Life Insurance Co. Ltd. | Asst. Branch Supervisor | Regional Head –Operations |
| 5 | 32 months: From May 2000 till Jan-03 | Cholamandalam Investments & Finance Co. Ltd. | Executive (Operations) | Regional Credit Officer |
| 6 | 24 months: From May-98 tillApril-2000 | Indo Mobil Ltd. | Executive Logistics, Accounts & Admin | Regional Sales Manager |
| 7 | 42 months: From Oct-94 till Mar-98 | Inter Globe Air Transport | Branch Accountant | Branch Manager |

Roles &Responsibilities at **L&T InfoTech Ltd.,**

Current Project: LIS – Life Insurance Solutions 2015- till date

1. **As Scrum Master , created Working Agreement with the consensus of team**
2. Responsible for facilitating Scrum ceremonies like Daily Scrum, Backlog Refinement, Sprint planning, Sprint demo, Retrospective meetings, Prioritization and Estimation, in coordination with Product Owner
3. Proficient and having technical command of project management tools like JIRA and Confluence.
4. **Ensure Team bandwidth before starting the sprint and manage the risks accordingly**.
5. Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution. Customer provided positive feedback.
6. Create an environment of transparency and honest/open communication.
7. **Expert in Distributed Agile Environment.**
8. Foster a highly positive and collaborative team environment where problems and ideas can be raised without fear of judgment and blame.
9. Track and monitor the Sprint Burn down and Velocity Chart to ensure that team is in sync of the planning and delivery.
10. Ensure Team gets some quick wins to gain confidence and motivation along with having a clear eye on the Sprint Goal. .
11. **Maintain meaningful communication/dialogue with Product Owner and played role of proxy PO to ensure team gets the needed support.**
12. Foster an environment where team members shall work as one team “We Vs I” and know that that the team succeeds or fails together. No individual pointing for failures/successes. Celebrate every success with team
13. Enable other accounts team members to implement Agile Practices.
14. **Conceptualized & Active Member of CoP for Scrum Masters with in project /engagement.**
15. **Mentor new team members to certify for CSM to have enough pipe line for the engagement.**
16. **Good knowledge of SQL /JQL Queries to create reports which would help taking some managerial decisions**.
17. Quickly became the recognized JIRA/Confluence Tool expert within short period and helped project associates in terms of JIRA/Confluence usage.
18. Well versed with Sharepoint management called Life EDC
19. Knowledge about Agile Practices like: writing User Stories, Continuous Integration, Test Driven Development and other XP practices

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Previous Project: CRM – Enterprise Application on Sales Management (2014 – 2015)

* 1. Working with Large US Financial Conglomerate having expertise in Retirement & Investment Services.
  2. Working on Different Modules of CRM- Enterprise Application.

1. Sales Management
2. Interface Reporting Application – SAP Business Objects
3. Interface Premium Build System.
   1. **Worked in Agile Environment and also played a pseudo Scrum Master Role at Offshore.**
   2. Understand and Analyze Functional, UI and Reporting requirements.
   3. Requirements management for the Different Business Units within the Enterprise.(Service Center Business Unit, RIS US Ins etc.,)
   4. Drive Offshore Analysis Sessions.
   5. Demand Management Requirement (BRD) preparation.
   6. Provide inputs to Product Owner and team to share client business needs
   7. Enhance base product features by injecting the customized solutions of different BU’s.
   8. Drive business requirement gathering meeting and act as a single point of contact for requirements management.
   9. **Participate In Agile Planning & Strategy to chalk out Analysis Plan.**
   10. **Enabling Teams to produce Hygiene Delivery**
   11. Conduct Walk thru sessions on requirements to Dev. & QA Teams.

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Roles & Responsibilities at **Accenture Services Pvt. Ltd.**

Project: Accenture Life Insurance Platform– Accenture Software.

(Product Testing Management)

1. Working on Different Modules of Accenture Life Insurance Platform.
   1. New Business & Underwriting.
   2. Policy Administration
   3. Billing
2. Worked in UK Geography Pension System – AEGON -Legacy Systems on Pensions.
3. Understand and Analyze Business Functional, UI requirements of the Project /Release.
4. Managing the Testing Phase for multiple releases.
5. Creates Test Strategy and Test Approach document and get it reviewed by stakeholders.
6. Provide Test Estimates for the Product Test / Application Test.
7. Responsible for Document Testing Requirements, Provide Test Estimates, Create & Review
8. Test Scenarios by Business Users
9. Review Test Deliverables & Defects / Test Results created by Team members.
10. Finding Root Cause Analysis of Defects results in effort reduction in developing the Solution.
11. Redefine the Defect Resolution Process
12. Handled Metrics and Reporting to Senior Management.
13. Ensure all the Project Deliverable Artifacts Version Controlled.
14. Research Base System functionality to support client teams production issues
15. Coordinate with Developers/Business Configurations & Product Configuration Teams
16. Prepare KT document to enable newemployeeson product functionalities.
17. Drive Capability Initiatives and engage capability people.(Brown Bag Sessions etc., )
18. Presented Brown Bag Session / Industry Partner Sessions.
19. P3 proficiency in BA Skill since 2013 (P4 is highest, P0 lowest) and doing SME assessment for 5-15 resources every year on BA Skill
20. Authored3 White Papers – Topics
21. **Microinsurance value realization using latest technologies,**
22. **Impact of Digital technologies in transforming Life Insurance Industry solutions**
23. **Transforming  Enterprise’s Vision to Requirements using Enterprise Architecture**
24. Authored Competency Framework for IT Industry on Insurance Learning Management for Insurance Institute of India Journal
25. Suggested several ideas to improve Insurance Foundation Certifications drive.
26. Acted as Location Champion for Bangalore Insurance Competency Development since March till date
27. Provided direction to more than 250 candidates across Bangalore locations on their eligibility and insurance foundation certification process.
28. Evaluated over 50 whitepapers in internal BA whitepaper internal contests.
29. Awarded for Delivery Excellency in Sept 2013.

Roles &Responsibilities while at **Max New York Life Insurance Co. Ltd.**

1. Worked on **TPP** –**“The Policy Processer”** Product which supports Life Insurance Value Chain.

a. New Business

b. Underwriting

c. Finance& Accounting

e. Policy Servicing

f. Distribution Management

1. Provided Business Specific Scenarios to Development Team.
2. Ensure New Business Process End to End Management
3. Ensure hygiene in delivery of customer service
4. Improve skills of the team members through periodic interventions
5. Ensure performance accuracy in accounting of New Business & Renewal Premium bookings
6. Ensure proper accounting of expenses as per the Expense Delegation Matrix
7. Ensure policy suspense tracking and Reconcile policy accounts
8. Serve Client (Internal & External) effectively and objectively-Vendor Management
9. Audit Adherence in line with organization guidelines.
10. Ensure Legal & Statutory compliance

**Significant Achievements**

1. **First Yellow Belt Certified in Six Sigma Quality Initiative across Organization.**
2. **Trained for Green Belt Six Sigma Quality Initiative Certificate.**
3. TPP - New Business system Smooth Roll outs across Zone South.
4. Successful setting up of 22 new offices in a short span of 10 month
5. Trained fresher’s in a short span of 2 months to take lead role P’ment office Set Up

Roles &Responsibilities while at **Bajaj Allianz Life Insurance Co. Ltd.**

1. Worked on “**OPUS**”Product– Supportsthe Life Insurance Value Chain
2. Underwriting
3. Policy Servicing
4. New & Renewal business process
5. Claims processing at branch level
6. Distribution Management
7. Finance -Cash & Bank Management
8. Reporting & Tracking Life Office Operations MIS.
9. Analysis of various Business related MIS such as Agents Commission / Sales Managers Incentives / Branch Target Vs Achieved etc.
10. Servicing Internal & External Clients effectively
11. Impart Resources on Life Insurance Policies & Procedures.
12. Satellite Branches Management
13. Ensure Special Focus on MDRT Agents productivity and speedy underwriting of these agents business
14. Support Sales to Team achieve their sales targets through faster processing of the proposals.
15. Initiate Special Projects to engage and enrich the resources skills.
16. Research & Support Product Development team to design the market relevant products.

**Significant Achievements**

1. Won **Excellence** award for “Best Operations” Resource April-Sep 2004 of south zone
2. Selected for succession planning within 6 months for the next level.
3. Recognized&Authorized to sign the policy documents.
4. Reduced Turnaround Time Policy Issuance from 18.14 days to 4.35 days
5. Successfully set up corporate channel underwriting y at Chennai

Responsibilities & KRAs while at **Cholamandalam Investments & Finance Co. Ltd.**

1. Handled various sectors of operations including:
   * Quality control of documents
   * PDD handling
   * Customer Service

Responsibilities & KRAs -**Indo Mobil Ltd.**

1.Handling Cash / Bank transactions

2.MIS such as Outstanding statement weekly / fortnightly, Monthly sales Product wise / Pack wise, Monthly sales Marketing executive wise / Product wise, Stock ledger, Logistics Control, Processing of Purchase Orders from MACPAC Chennai.

**Significant Achievements**

1. Part of team which successfully set-up new LUBE Shoppe across Andhra Pradesh

Responsibilities & KRAs while at **Inter Globe Air Transport**

1. Maintaining Day to Day accounts Cash / Bank Transactions,
2. MIS Reporting (Passenger Ledger Trial Balance, General Ledger Trail Balance, Expenses
3. Business Required Statements - Commission / PLB statement, Airline wise sales statement, Agent / Airline wise statement, leading client’s sales statement)

**Significant Strengths:**

1. Ability to be consistently updated in knowledge and skills
2. Ability to objectively analyze any given situation and provide appropriate solutions
3. Good team player and mentor

**Significant Achievements**

1. Certified Yellow Belt in Six Sigma Quality Initiative
2. Green Belt Six Sigma Quality Trained & Certified by Max Newyork Life Ins.Co.Ltd.
3. Won the excellence award for ‘Best Operations Resource’ during April-Sep 2004 for south zone
4. Selected for succession planning within 6 months of joining at Bajaj Allianz Life Ins.Co.Ltd

**Academic Accomplishment:**

1. Designated ALMI by LOMA – Perusing FLMI.
2. Licentiate from Insurance Institute of India
3. Bachelor of Commerce from Osmania University 1989-92 – 68%
4. Board of Intermediates from Andhra Pradesh ( Intermediate ) – 1987-89 – 58%
5. Secondary School Certificate from Andhra Pradesh ( SSC ) – 1986 – 68%

**Present Address:-**

Flat # 102, RunwalSwaranjali, Lane 2C, Prathamesh Park, Baner – Pune 411045

**Permanent Address:-**

Q.No: B-575, 2nd Phase, Near Community Hall, Vanasthalipuram – Hyd - 500070

**Technical Skills:**

IT Skills - Windows XP, MS office, Basic Trouble shooting

**Extra Curricular Activities:**

* + Reading current affairs & Playing Cricket
  + Research current trends in Insurance industry
  + Impart Insurance Knowledge

**Passport Number: H9827664**