* Certified Business Analyst & Agile Management professional holding **14+ years of overall IT consulting** experience in Project/Program Management, Business Analysis and Business Process Modeling.
* Responsible for implementing **Agile / Scrum Framework**, owning the delivery and manage multiple projects simultaneously including project planning & prioritization, resource and release planning.
* **Mentored and coach teams** on Scrum ceremonies like backlog grooming, sprint capacity & planning, daily scrum, sprint reviews and retrospectives, Scrum of Scrums and team's velocity.
* **Exceptionally instrumental** in discovering requirements and documenting Business Requirements (BRDs), Functional Requirements (FRDs), AS-IS and TO-BE process models, solution design, UX/UI aspects, user stories, DOR, DOD, sprint capacity, prioritizing product functionalities for releases, test strategies, SIT and UAT plans.
* Successfully steered mission critical projects (Web Development and Application Maintenance) **for P&C (Auto & Home) and Life (Traditional, ILP, Mortgage)** insurance clients from Inception till production roll out across United States, Malaysia, Dubai and India
* Pioneered **Onshore / Offshore models** (managing a team of 10+ FTE), established execution strategy and interviewed candidates for senior management profiles.
* **Onsite Experience** – United States (Onsite - 4 Years) ; Malaysia – (Onsite – 9 Months) ; Dubai – 4 months
* Excellent **stakeholder management and people management** skills.
* Holder of prestigious certification from **PMI** and **Scrum Alliance**.

Accolades

* "Srikanth goes beyond the boundaries of his role to ensure that team objectives are met" – **Director, Business Services**
* "That's what I'm talking about real business requirements. Thank you Srikanth" – **Senior VP, Pricing Actuary, SwissRe**
* "Srikanth is very effective in analytical skills and project KPI is very good" – **Senior Manager**
* "Exemplified the fact that nothing beats dedication and hardwork" **– Client Partner Executive**

Certification / Training

* Completed "Robotic Process Automation (RPA) for BA" from UiPath – Apr 2020
* Certified in "Data Modeling for Business Analyst" from BTG – 2017
* Attended workshop conducted by IAG for "Planning requirement elicitation for large project" – Aug 2017
* Pursuing PMI-ACP (Agile Certified Practitioner) certification.
* Conducted Insurance - Domain related knowledge sessions.

Tools

* **Policy Admin System:** DuckCreek, Integral Life / AS400, Point In, COMPASS
* **BPMN Tools:** IBM BPM, PEGA PRPC, Ms-Visio
* **UX/UI Tools:** Adobe XD, Pencil, Balsamiq
* **Requirement Tools:** Atlassian JIRA, RequisitePro, VersionOne
* **SDLC:** Waterfall / Predictive, Incremental (proficient); Agile / Scrum (Highly Proficient), Kanban, Scrumban
* **BA / Agile (Scrum) Practices :** Project Scoping ; Hosting daily stands up meeting; Facilitation ; Sprint Planning ; Gauging team velocity ; DOR ; DOD ; Estimation ; Coaching ; Interviewing ; Scrum Ceremonies ; Walkthru' ; Demo ; Discovering requirements ; Hosting requirement workshops ; Wireframes & Prototype ; UX/UI ; Quality Assurance; Test scripts ; User stories ; Product Backlog Grooming ; Conflict Management ; Impediment Resolution; Agile transformations

Professional Experience

Prudential Assurance Malaysia Berhad, Kuala Lumpur   *Mar 2020 – Nov 2020*
Role: Manager / Business Analyst

Prudential Assurance Malaysia Berhad (PAMB) offers financial solutions, protection, savings and investments, life and health insurance, retirement, and asset management solutions. PAMB was in the process of migrating their various products line (term insurance, Investment Link Products, Mortgages) from legacy OS to IL (AS400) via each sprints.

* Hosted daily stand up calls with the scrum members to ensure user-stories and sub tasks are aligned as per sprint goals. Monitor and maintain sprint burn down chart to keep track of sprint health.
* Steered Scrum reviews and retrospection sessions and worked on the suggestions from members, noting down the improvements areas and implementing best practices in the upcoming sprints.
* Configured JIRA workflow process to ensure the flow of the events matches with the projects needs.
* Act as the interface between service providers and business users by liaising with Actuarial Owners (AO), Business SME and Finance teams in order to elicit and define requirements precisely for Policy Servicing (POS) module pertaining to Maturity, Surrender, Withdrawal, Fund Switching & Premium Redirections and products dealing with traditional/ILP (PAR & Non-PAR) Mortgage and Retirement.
* Responsible to review and recommend sign-off on business specifications (BRD) and functional specifications document (FSD).
* Remove impediments that may interfere with the ability of teams to deliver assigned goals.
* Lead, mentor, inspire and coach scrum members.

Environment: JIRA, SQL, AS400, Ms-Project, Ms-Visio

Capgemini Consulting (Senior Consultant)   *Dec 2010 – July 2018*
PNB Metlife, Digitalizing Policy Servicing – Mumbai, India   **Feb 2018 – Apr 2018**
Role: Senior Business System Analyst

PNB MetLife Insurance Company offers life Insurance plans & policies like term plans, saving plans & pension plans. PNB MetLife capitalizing on the power of technology to revisit existing business models and enrich user experience thru' digitalization of policy servicing by offering their customers new and advance user experience, speed to market and boost productivity of underwriting (UW) and claims process.

* Engaged actively with stakeholders in understanding and analyzing the existing business process for request / update received thru' various channels for customer on boarding, Policy Surrender, Maturity, Minor Alternations and Premium Redirection.
* Identified and documented various quality check triggered by Maker, Checker, Super QC and POS teams.
* Refined and structured the business process docs (BRD), documented existing process flow.
* As an advisor recommended process improvements area for policy surrenders.
* Engaged with product owner in identifying and prioritizing product backlog, publish user stories.

Environment: LifeAsia / AS400, MetCustomer, MetConnect, SWIFT, TALISMA, JIRA

MetLife Dubai, GULF VAT Implementation – Mumbai, India   **July 2017 – Jan 2018**
Role: Scrum Master / Business Consultant

MetLife is among the largest global providers of insurance, annuities, and employee benefit programs, with 90 million customers in over 60 countries. MetLife needs to enhance their IT systems for the implementation of Value Added Tax ('VAT') across the GCC countries by 1st January 2018, driven by the introduction of VAT in the region. Life products will be exempt from VAT Implementation. This has major impact on COMPASS(Group), Lifeline(Individual) and associated peripheral applications for financial transaction.

* Facilitate project scoping, coordinate and communicate timelines for the development of new features, generate and execute project plans
* Ensuring that all team members are fully aware of their responsibilities, tasks and deadlines and that they achieve them successfully.

* Engaged effectively with offshore and onsite technical leads in understanding the workflow and business impact of VAT changes on the core system and peripheral systems.
* Published Requirement traceability matrix. Engaged with technical teams to ensure all the design elements and test case id are precisely tagged for each of the requirements to ensure completeness.   Reviewed test cases, scripts, plans and test strategies.
* Facilitate discussion, decision making, and conflict resolution
* Publish project status and weekly status report to management on adhoc basis.

Environment: JIRA, Ms-Visio, LifeAsia/AS400, WebRIS, POL, Snagit

Chubb Insurance, Policy Renewal Platform - New Jersey, USA   Jan 2017 – May 2017
Role: Scrum Master / Business System Analyst

Chubb want to standardize their renewal process by integrating their Legacy application with DuckCreek system. They want to build up a Renewal Automation framework/platform keeping it agnostic in nature so that it can configurable based on BU/LOB specific needs.

* Lead product backlog grooming, Sprint Planning, daily scrums, sprint reviews and retrospective sessions with the teams.
* Translate business workflow/UI/UX into detailed product backlog, defining user stories and finalize on DOR, DOD.
* Coach / assist engineering and management how to apply agile methodologies to improve customer satisfaction and improved time-to-market
* Facilitate discussion and collaborate with developers, tech leads and architects in ensuring the team understand the MVP functionalities to be built and delivered for each sprints.
* Experience in managing diverse, global team with colleagues spanning multiple time zones.
* Ensure teams follow the correct procedures, policies and documentation requirements across project phases.

Environment: DuckCreek, UWC, JIRA, Adobe XD

Metlife Inc, Customer Insight Reporting - New Jersey, USA   Nov 2014 – Dec 2016
Role: Business System Analyst

Customer Insight Reporting, a web based reporting solution was designed for National Account customers which automates much of the report creation process solving many of the reporting issues which NA users faces.

* Conceptualize and shared recommendations to optimize product functionalities to be included in the product and plan roll out of new features in upcoming releases.
* Anchored reporting requirements thru' various working sessions conducted with Bridgewater and Schaumburg SME (Finance, Operation, Claims, Marketing teams) for assessing reporting needs for Dental, Life and Financial.
* Ensure tight inter-team coordination and communication, keeping everyone focused on what's important on deliverables front.
* Coach, mentor and advocate at multiple levels, including team members, product owners, QA, UX/UI developers and client SMEs.
* Identified existing product functionality issues and recommended improvement areas and business rules to be built.

Environment: CRT (Client proprietary reporting tool), MetFacts2, COGNOS 10, VISIO, REMEDY, SQL, JIRA

SwissRe, CorSo Information Integration – Kansas, USA   Jul 2013 – Sept 2014
Role: Business System Analyst

Swiss Re is a world second largest reinsurer. In relationship with Swiss Re, CSC has empowered its business by reporting solutions on Policy System, Advanced Claims (AC) Systems and Automated Workflow Design Tool (AWD). It provides insurance coverage's on Auto, accidents, Liability, Property damage by Wind, Fire, and Earthquake etc. Swiss Re wants to migrate its legacy reports of Policy Admin System and Claims system to SAP Business Objects (SAP BO).

* Facilitated requirement sessions with business and technical teams in gauging workload for migration of reporting from legacy applications to SAP Business Objects.
* Conducted 15+ requirement sessions with 8+ SME on identifying the reporting needs from the legacy application. Publish Source 2 Target (S2T) document, conversion logic, business rules accordingly.
* Engaged with technical leads and testers on verification and validation of BO reports. Built SQL queries to validate result from legacy database.
* Value innovation recognition by engineering the impact analysis for various business objects elements saving $20K IT efforts. Published glossary, data dictionary, system context diagram. Data map, traceability matrix.
* Prepared and published BRD, FRD, traceability matrix, review of test case, walk thru' and sign-off. Weekly updating steering committee on the project s progress.
* Received many appreciations from client executive for maintaining quality standards in my deliverables.

Environment: SAP Business Objects XI 4.0 & R3, JIRA, Ms-VISIO, Point In, Informatica 9.6.1, ETL, SQL, VersionOne

State Farm Insurance, Auto Quote Purchase - Pune   **Jan 2012 – May 2013**
Role: Business Analyst
Auto Quote application is one of the many applications that are part of State Farm Auto Systems. AQP is a web application which is used to gather customer information, generate online quote and provides options to purchase the auto policies. This application facilitates different options to gather customer information for the customer and Marketing professional channel. It also applies discounts and surcharges and adjusts premium values accordingly.
* Documented the functional aspect as per the Business Process Workflows and validated the interfaces with the other systems.
* Documented Business Requirement document (BRD), Functional specification document and Traceability Matrix.
* Created Use Cases, Business Rules, Work Flows, and business flow which helped developers and other stakeholders to understand the Business Process with possible scenarios.
* Created mockups/wire frames using Balsamiq and reviewed with User Interface team for approval.
* Managed, documented and stored all the Requirements, Test cases, Test scripts and Test results in SharePoint.

Environment: Java, Ms-Visio, Sharepoint, VersionOne

Farmers Insurance, Brokers Portal - Mumbai, India   **Jan 2011 – Nov 2011**
Role: Business Analyst
Broker Portal, setting up project requirements for Broker Portal / MGAs based on Microservices on REST platform to develop a Front-end (Portal) and back-end system for UW team.
* Conducted JAD sessions with business stakeholders and created functional specification and business flow models using Pega BPM.
* Prepared and published requirement traceability matrix to track requirement progress and gaps.
* Publish test cases and scenario covering the business and functional specification.
* Worked with interface team to design UX/UI requirements.
* Conducted weekly status report to discuss on project progress, impediments and resolutions.

IBM India Private Limited, Mumbai India (Bid Manager)   ***June 2007 – Nov 2010***
Role: Scrum Master
* Spearhead the entire gamut of E2E bid management process for consulting service deals of TCV USD 10M+ right from facilitating kick-off meetings with the stakeholders, conducting requirement gathering workshops, understanding technical/functional requirements, developing the project charter and communicating action strategy by defining 'who-does-what' aspects with specified timelines.
* Review all customer requirements and collaborated with different BU (legal, compliance, business solutions, procurement, pricing) and ensured all relevant information is captured in the response doc / proposals.
* Engaged with various BU heads to ensure timely and high-quality winning response document is prepared per RFP specifications.

- Conduct reviews with stakeholders and created winning response to RFP and RFIs by oversee all aspects of proposals, ensuring quality and compelling bids are submitted in a timely manner.
- Enable learning & continuous improvement into the organization by contributing to Win-Loss analysis.
- Led in the capacity of Business Analyst for an IBM in-house product (OATS) which tracks approvals for a consulting service deal. Model the business flow using IBM BPM modeler. Worked closely with ANZ UX/UI developers in articulating the requirements on designing the front end portal.
- This web-based product was successfully deployed across India/South-Asia region.

TVS Infotech Ltd, Chennai India (Asst Manager – Business Development)   Jun 2006 – May 2007

Role: Assistant Manager – Business Development
Product: SAP BO (Time Allocation: 25%)
- Responsible for maintaining the revenue and profits, exploiting all additional revenue streams opportunities.
- Need assessment of SAP-BO for Small and Medium Enterprises.
- Hosted client presentations and product demo on highlighting the functionalities which enhances their business process.
- Bagged the first project for SAP BO in the region of Chennai (India) generating revenue for company.

Rising Solutions India Ltd, Chennai India (Business Development Exe)   Apr 2005 – Mar 2006

Products: Dealers Management System (Inhouse Developed ERP) ; Soffront CRM ; TeN iLMS (Time Allocation: 40%)
- Effectively collaborated with the business owners, C-Level executive and SME's to identify pain points and opportunities. Supported product management team by providing inputs of market expectation about the functionalities to be built in the product.
- Elicitate and documented requirements pertaining to ERP, CRM & LMS solutions by interacting with SME and IT heads.
- Bagged appreciation from Clients' VP for addressing end-user concerns.
- Added 2 ERP customers, generated revenue.

Academics

- Master's in Business Administration (M.B.A.) – SIST, Chennai – April 2005
- Bachelors in Computers Science (B.Sc.,) – SKU, AP - April 2003 (Topper in Computers)