# SIMMI SHAJU

Senior Product Specialist

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## CAREER SUMMARY

- More than 4 years of techno-functional experience with a thorough knowledge of business processes in Insurance and expertise in Salesforce Development and Design.
- Hands on experience of design and development of custom solutions on the force.com platform including significant work in Apex, Visualforce, Triggers, Batches and application integration using Agile Methodology.
- Experience in data migration using Data Loader, Data Import Wizard, SFDC Data Export.
- Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows and build reusable UI/UX components with lightning component framework.
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
- Able to effectively translate business requirements into technical solutions
- Strong communication, analytical & organizational skills; well organized with a track record that demonstrates self-motivation, creativity and initiative to achieve both corporate and personal goals
- A strong believer in the thought of giving back to the society, by helping Non-profit Organizations under CSR initiatives.

## SKILLS

| Management | Technology | Domain |
|---|---|---|
| Project Management, People Management | Salesforce, Data Migration, Integration of enterprise applications | P&C Insurance, Customer Relationship Management |
| **Business Analysis** <br> Understanding current business process, <br> Solution Defining, Product planning | | |

## PROFESSIONAL EXPERIENCE                Xceedance(Dec 2015 - Present)

### CONNECTED CLAIMS ADJUDICATION PLAFORM – Travel Insurer in US

Designed a claims platform for a travel insurer to manage end to end claims adjudication, well connected with customer service and policy admin system. Platform interfaced with customer portal and mobile apps for FNOL submission, automated claim assignment rules, configurable validation rules for claim acceptance and build in notification process. Integration with flight monitoring applications, enabled to file automated claims in case of events such missed fight or flight delay. Finally, platform enabled direct benefit payouts to claimant by integrations with payment gateways. Worked as a salesforce developer and performed below roles and responsibilities

- Designed and developed API to interface with consumer portals.
- Salesforce out of box feature configuration.
- Custom workflow and screens development in Salesforce.
- Used Sandbox for testing, and migrated code between Sandboxes and Production environments for final implementation.
- Demo to business users.

**Technology stack:** Force.com, Apex, Visualforce, REST API

## SALESFORCE INTEGRATION WITH JDE – Supply Chain Industry in US

Designed a solution that provides real time synchronization of customer accounts and order details from a supply chain management tool JDE to SFDC.

- A Real-Time integration that allows orders to be transacted in JDE without delay or the need for manual re-entry.
- Provided system for immediate updates as orders progress towards fulfillment.
- Performed data migration into Salesforce application using apex data loader

**Technology stack:** Force.com, Apex, Visualforce, REST API

## POLICY ADMIN SYSTEM – Inhouse P&C Insurance Platform

Designed a fully integrated system that accelerates agility by managing across solutions. The system comprises of a configurator tools that helps onboard a new Insurance product with related LOB's, coverages and other relevant features, configure rules, map questions, attach dynamic forms and manage rating algorithms, a UI portal to manage the quote-bind process and a Underwriter Workbench to manage automated flow and manual assignment of referred quotes and acceptance or rejection of those quotes. Worked as a Senior Product Specialist and performed below roles and responsibilities.

- Gathered business requirements through brainstorming sessions with clients and processes
- Documented, designed and assisted the team in development and better understanding of the Product
- Part of scrums and sprint planning for better governance of the project

# EDUCATION & CREDENTIALS

## BACHELOR OF TECHNOLOGY (COMUTER SCIENCE ENGINEERING) – MDU

Pursuing CPCU (Completed CPCU 520: Insurance Operations & CPCU 500: Foundation of Risk Management and Insurance)
AINS 24-General Insurance for IT and Support Professionals Microsoft Office Specialist (MOS) In Microsoft Word and PowerPoint Microsoft Technology Associate (MTA) .Net fundamentals
Microsoft Certified Professional (MCP)
Java Programming Language using Java SE6 as part of Oracle's Workforce Development Program
Developing Web Applications using ASP.NET

# AWARDS & RECOGNITION

**At Work**

- Received a Certificate for Exemplary performance as a Golden Artisan for the year 2019
- Received a Certificate of Recognition for the valuable contribution made towards growth of Xceedance.
- Awarded as an Outstanding Engagement Ambassador of Xpress 2017 – annual culture & engagement survey of Xceedance.
- Received a Certificate for the dedication and commitment shown towards "SURE PROGRAM"-Phase I, An Xceedance CSR Initiative

**In School**

- Secured 2nd position in an Interschool C++ Programming Competition held at St. Xavier's Sr. Sec. School (2010).
- Secured 139 state rank and 328 Olympiad rank by obtaining 70.6 Marks in International Informatics Olympiad (2010).