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| **SRIMATH NARAYAN** |
| **Sr. Business System Analyst****srimathnarayan8@gmail.com****201-877-9097** |
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| Excellent team player with overall **8 years** of industry experience in various domains such as **Insurance, Property & Casualty and Life &Health insurance.** Strong understanding of Insurance process such as Agency & Agent management, claim, policy center, and underwriting. |
| **SUMMARY OF SKILLS:** |
| * Extensive working knowledge on all the phases of **Software Development Life Cycle (SDLC)** & waterfall, AGILE methodologies **Scrum, Kanban**. Knowledge of **Extreme programming (XP), Spiral** methodologies.
* Effective communicator with **Business Owners**, **Business Users, third party vendors, and senior stakeholders.**
* Working knowledge of standards, compliances and regulatory agencies like **(ISO)**, (**NAIC**), Model Act, Generally (**GAAP**), (**IAIS**), (**ACORD**) and Association for Cooperative Operations Research.
* Effective in developing and executing IT and business strategies for Migration of downstream applications to cloud.
* Adept in **business analysis techniques** like **Root Cause analysis, SWOT analysis, Gap analysis (As-Is/To-Be analysis), Cost-Benefit analysis, Feasibility analysis, Impact analysis, Risk Analysis.**
* Elicited requirements using various techniques like **Joint Application Development** (**JAD**) sessions**, Interview** sessions**, Document analysis, Focus Groups, Requirement workshops** and **Questionnaire** over the years.
* Collaborated with Project Manager in assessing **Project Management Plan**, **Project Charter** and **WBS.**
* Experience in creating project artifacts like **Project charter, project plan**, **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Test plan and Requirement Traceability Matrix (RTM)** asper company requirement.
* Extensively used **JIRA** for managing **User stories** and contributed to Scrum Ceremonies like **Release Planning, Backlog grooming, Sprint Planning, Sprint Review and Retrospective.**
* Alsoassisted Product owner in choosing the prioritizing techniques like **Moscow, KANO,** **100 Dollar method** and scrum team with estimating techniques like **Agile Poker, T-shirt Sizing and Relative Mass Evaluation (RMV).**
* Expertise in creating UML diagrams like **Use Cases, Activity, Sequence, and Class diagrams using MS Visio;** worked on both **High Fidelity; Low Fidelity Mockup Screens** and **wireframes** using **Lucid Chart and Drawio.**
* Hands on experience in retrieving data and data validation using **SQL queries** like **Joins**, **views** and **Aggregate** functions like **max, min, sum,** and **average** with good understanding of **Procedures, Functions** and **Triggers;** used **Informatica Transformations (Filter, Source, Aggregate, Joiner etc.) for Data Modification.**
* Assisted **Development team in mapping the application & data stored in the legacy back-office system.**
* Widespread knowledge of **extraction** of data from source systems, **transformation,** and **load** (ETL) process for a Data Warehouse using (**Informatica, Mule soft)** and technically supported the use of Informatica for **testing.**
* Closely worked with development team implementing **AWS Lambda** for integrating multiple systems, **lift & shift** integration from legacy DB (GAIN50 & Mainframe) to future DB (Nucleus).
* Skilled in working with different web services such as **RESTful Web Services** and **SOAP Web Services.**
* Strong understanding of web service concepts & architectures like **HTML, CSS, WSDL, WADL, SOAP, REST, JSON**, **Three-Tier Architecture**, **Service Oriented Architecture (SOA), Micro Services Architecture (MSA).**
* Assisted in **API testing** using **Postman** to check if the API's are returning the data in **JSON, XML** format as defined in the API documentation (Using **Swagger Tool**) and as required by workflow.
* Good knowledge of **Continuous Integration** and **Continuous Deployment (CICD)** using **Jenkins** and **Bamboo.**
* Experienced in **defect tracking, defect analysis** & ability to organize, document & track changes using **JIRA** and **supported Change Management/ Change Management team.**
* Assisted QA team to design **Test plans** & **Test Cases** for **Black box Testing, Functional Testing, Integration Testing, Regression Testing, Security Testing, Load/Stress Testing, Performance Testing** in both **manual** & **automation** environment for validating it against requirements document & Performed **UAT**.
* Understanding of Business Intelligence tools (**SQL2005)** and experienced in creating interactive dashboards with **heat maps, bar graphs, pie charts** and **pivot tables** using **Tableau** and **Excel** for reports.
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| **SKILL SET:** |
| **Project Management Tools**  | JIRA, Confluence, MS Project, MS Share Point, Microsoft Office Packages |
| **SDLC Methodologies** | Agile (SCRUM/ SAFe/ Kanban/ XP), Waterfall, Spiral |
| **Databases** | DB2, Oracle, SQL Server 2012, PL/ SQL, SQL Server 2000, MS Access, Flat files |
| **Testing Tools** | QC, Swagger, SOAP UI, HP Load Runner, Cucumber, Postman |
| **Programming Languages** | MySQL, HTML5, CSS3, C, C++, JavaScript, DWL (Data Weave Language) |
| **Web Services API** | JSON, REST, SOAP, XML, FIX, STML, AJAX |
| **Technologies** | MULESOFT - Anypoint Studio, AWS Lambda, AWS Redshift, Amazon S3, Amazon EC2, Kinesis |
| **ETL & Reporting tools** | Informatica Power Center, Tableau, Power BI |
| **Operating Systems** | Windows XP/ 7/ 8/ 10, Mac OS X/ Sierra/ High Sierra/ Mojave |
| **Design & Version Control** | MS VISIO, Smart Draw, CA Erwin, Jenkins, Balsamiq, Drawio |
| **Certifications** | Scrum master – International Scrum Institute. |
| **EDUCATION:** |
| B. Com – Corporate secretaryship | Bharathiyar University | Coimbatore, TN – INDIA. |
| **PROFESSIONAL EXPEREINCE** |
| **Sr. Business Systems Analyst** |
| **Arbella Mutual Insurance** **|** **Boston, MA** |  **Timeline:** Jan 2020 – Present |
| **DESCRIPTION: Lift & Shift integration and development for Agency Digital Journey**. The project involved integration of multi-layers of businesses and programs using **AWS Lambda** **&** **Data Lake** for building a robust Agent & Agency Management System to seamlessly integrate Claims and Policy center channels. And to move towards client’s goal and provide an Omni-channel experience to both Agents & customers, which involves **Duck Creek suite**. This Duck Creek helps in managing agency and data which includes Agent onboarding, licensing, permission/ limitation grants and management, hence increasing the visibility across enterprise. |
| **RESPONSIBILITIES:**  |
| * Worked as member of Agency Digital Journey team, **designing & implementing integration interfaces in AWS Lambda**.
* Collaborated with the Downstream applications team to Gather requirements about the system flow to find the **AS-IS** and used **JAD sessions, Requirements workshops & Interviews** to find the **TO-BE** and did GAP **Analysis.**
* Investigate, track, and resolve the **change requests within the Quality Tracking System (QTS)** – a Track wise based tool for change management in Property & Casualty insurance industries.
* Performed Validation and qualification of P&C (Property Casualty) domain components of the system, being validated in compliance with US NAIC (National Association of Insurance Commissioners) regulations like UCAA, NIPR, CARFRA, GLBA for property & casualty insurance Research and Software Development projects.
* Collaborated with stakeholders and project team members on small to large scale projects that impacts business users, processes, system to identify business needs, solutions based on estimated business value and establish scope.
* Decomposed User stories into tasks to meet the **INVEST** criteria, And **Acceptance Criteria, Definition of Done (DoD), Definition of Ready (DoR)** are defined.
* Worked on **Duck creek dashboard**, for policy center and claim center integrations.
* Provide mentoring and leadership to Solution Analysts community members as needed and assist in the development of both corporate and departmental policies, procedure, practices, methods, and standards.
* Worked with Technical Analyst in detailing the technical specifications & converting those into design & code.
* Worked with QA and Developers in **identifying & fixing bugs** and **releasing the code to production**.
* Assisted in analysis, design, and interface development of various Downstream Consumer applications using **AWS Lambda, SQL server, Swagger API, Postman API, Drawio** and **MS excel.**
* **Used drawio to design system flow and architectural flow diagram**, to provide accurate visibility on system flows.
* Understand the client’s business process and translating the functionality into AWS Lambda.
* **Captured requirements, tasks, bugs** and **also monitored** team’s progress **using JIRA.**
* Used Confluence to cross functionally connect with external teams & to analyze requirements from external teams.
* Assisted **Duck Creek team in mapping the application & data stored in the legacy back-office system**, were our team used **AWS Lambda as ESB for integrating the systems for this Lift & Shift Model**.
* Assisted developers in integration that involved in **Data Mapping** various system of records.
* Assisted in creating UI Documents to express component design, navigation and created wireframes and mock-ups.
* Guided QA team by reviewing Test Strategies, State Transition, Test Plans & Test Cases & performed testing.
* **Performed unit testing, smoke testing, regression testing, data validation using SQL queries and API testing.**
* Conducted walkthroughs and sprint demo sessions with End Users. Worked with geographically located teams including offshore teams.
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| **ENVIRONMENT:** Agency Digital Journey team/ Lift & Shift model & integration team, AWS Lambda, AWS S3 bucket, Duck Creek P&C Suite, Data Lake, Mainframe, JSP, JSTL, JSON, XML, HTML, SQL server, RDS, GAIN50 (Legacy data base), JIRA, Confluence, Google Suite, Swagger API, Postman, MS Office suite FTP & SFTP. |
| **Sr. Business Systems Analyst** |
| **USAA | San Antonio, TX** |  **Timeline:** Nov 2018 – Dec 2019 |
| **DESCRIPTION:** The project was aimed to upgrade and enhance the client’s current Insurance application platform existing on IOS and Android systems. The focus was to shorten the customer journey and process, thus making the app more effective and efficient. It involved in UI/UX changes with redesigned dashboards representing customers policy quotes, card options, integrating chat bot in the current UI for general FAQs and queries of different custom insurance policies odds calculator was added on to ease the customer. |
| **RESPONSIBILITIES:**  |
| * Assisted the project manager to create the **project kick-off documents**, **project charter** & assisted the product owner in drafting **the product vision** and **product roadmap**, built **stakeholder matrix** and **stakeholder engagement plan**.
* Involved **key stakeholders & SMEs** in **Focus Group sessions** to identify the **gaps,** perform **document analysis** and **impact analysis**. Participated in **JAD review sessions** & verify the **requirements** as to proceed with the product development. Created Risk Registered and risk mitigation plan identifying different types of risks.
* Ensured gathered requirements are in accordance with the Insurance Compliances US NAIC (National Association of Insurance Commissioners) regulations like UCAA, NIPR, CARFRA, GLBA for property & casualty insurance Research and Software Development projects.
* Generated **Business Requirement Document** (BRD) for high level requirement gathering and analyzing purposes.
* Assisted in streamlining the customer journey process through the application, understood the various changes, new functionalities & updated product road map through coordinating with lead architects, developers, UI/UX designers.
* Developed **Use Case, Activity Diagrams** and **Class Diagrams** with UML using Visio to give clarity to the team.
* Converted the enhancement requirements (epics) into user stories by breaking it down in **backlog grooming meetings**, document them and help the product owner **prioritize** the user stories in the **product backlog** using **MoSCoW** method and identifying the **Acceptance Criteria**.
* Decomposed User stories into tasks to meet the **INVEST** criteria, And **Acceptance Criteria, Definition of Done (DoD), Definition of Ready (DoR)** are defined.
* Built clickable **prototype** designs using **Proto.io** and **wireframes** using **Balsamiq** tool by validating it through the end users to reduce risk of requirement churn also ensuring stakeholders are on the same page.
* Managed **JIRA boards** for product backlogs and ongoing sprints and added necessary charts for tracking project performance such as the Sprint burn up and down chart; maintained the **Project’s Confluence page**.
* **Created** Source to target Data **Mapping Documents** & documented several **transformational logics in AWS Glue.**
* **Validated data integrity** and flow of the data from user interface and the endpoint including the middleware.
* Generated various **APIs request** through **CRUD** operations and **Fetch** operations (**Get, Post, Delete & Put**); performed **end point** validation; evaluated several **Response Codes** and **query parameters;** **Tested** and **Documented** APIs using **POSTMAN** and **Swagger.**
* Assisted **in training chatbot** in **Amazon LEX**, by setting up the **intent**, **sample utterances**, ways to **fulfill the intent**, & configuring various **slots** ensuring chatbot answered basic FAQs & performed simple user queries.
* Collaborated with the QA Team to create **test plan and cases** and ensured best practices of Test-driven development.
* Assisted in **User Acceptance Testing** (UAT) by ensuring product walk throughs by the stakeholder.
* Used Cucumber to evaluate test scenarios, and overlooked status of various **Integration Testing, Regression Testing and Performance Testing** during continuous integration.
* Generated Application Status Reports, Project Closure reports, UI insights, trends, **KPI’s** through Tableau.
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| **ENVIRONMENT:** Agile-Scrum, Amazon Web Service, AWS LEX, JIRA, Balsamiq, MS Visio, Proto.io, Amazon Mobile Synch, Amazon S3, AWS Dynamo DB, AWS lambda, AWS EC2, Tableau, Postman, Swagger, AWS Glue |
| **Business Systems Analyst** |
| **The Hartford | Hartford, CT** |  **Timeline:** Nov 2017 – Aug 2018 |
| **DESCRIPTION:** Customization of Guidewire billing center and claim center as per business rules and market operations to cover different states. Agents can quote and issue policies in real time using this system. It would increase customer base by quoting policies effectively. New business was expected by implementing this commercial line replacement system. |
| **RESPONSIBILITIES:** |
| * Prepared business requirement document after the collection of functional requirements from system users that provided appropriate scope of work for technical team to develop prototypes.
* Worked on different areas of billing center, such as **automated commission calculations, reducing billing leakage, combining invoices, managing**, **incorporating different payment plans and claim options**.
* Scheduled **automatic bill payment** option along with how customer’s bill receiving and payments.
* Analyzed **source** and **target data** structures to check for data discrepancies in the legacy system using Informatica.
* Performed **SQL CRUD** operations on database including **joins, aggregators, sub-queries, stored functions,** and **stored procedures** using **data definition language (DDL)** and **data manipulation language (DML)**.
* Performed **data modelling, data mapping** and **ETL** of data along with data **cleansing** and **profiling** while migrating data from legacy system to Guidewire Billing center with **Guidewire data hub**.
* Analyzed business and ACORD standard requirements of the application and developed detailed **test plan** and **test scenarios** with various happy, unhappy and exception **test cases**.
* Assisted product owner to create, **slice**, **prioritize** and **estimate user story** to populate product backlog.
* Created relationships in **requirement traceability matrix (RTM)** linking business requirements to functional requirements and functional requirements to systems requirements using HP ALM.
* Created appropriate GUI mockups using Balsamiq for underwriters, agents, claim adjusters and billing clerks.
* Developed guidelines for **training users** and assisted in deployment with step-by-step instructions.
* Created request and response **API** documentation using **Swagger** and executed API testing using **POSTMAN** and **SOAPUI** to audit the ACORD standard data type format (**JSON, XML**) for the flow of information.
* Performed business user acceptance testing (UAT) of all Guidewire billing center for data integrity.
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| **ENVIRONMENT:** Agile scrum, JIRA, Guidewire insurance suite, Balsamiq, HP ALM, Tableau, MS office, MS SharePoint, Alteryx, MS Visio, Selenium, Oracle. |
| **Business Systems Analyst** |
| **Royal Sundaram General Insurance Co. Limited | Chennai, India** |  **Timeline:** Nov 2016 – Sep 2017 |
| **DESCRIPTION:** Project involved enhancement of online account services which include bill payments, billing history, changing customer profile, ordering auto insurance ID cards, and storing Insurance details in web application.  |
| **RESPONSIBILITIES:** |
| * Assisted PO with scrum ceremonies like **release planning, daily scrum, backlog grooming, process review** and **retrospective** to manage issues using project collaboration tools like **JIRA.**
* Assisted product owner to create, slice and prioritize user story to populate product backlog in JIRA.
* Customized JIRA tool as per functional team preferences and utilized it **to track user stories** to completion.
* Clarified business requirements associated with PBIs pulled to sprint backlog by the development team.
* Facilitated **system demo** meetings to present potentially shippable feature demo and documented business owner reviews to convert feedback into user stories and add it to product backlog.
* Developed user stories consisting of business rules, **UI mockups** and **use cases** using MS Visio to capture the functional requirements and **GUI requirements** for **claim center and billing center**.
* Elicited business requirements to create **data mapping specification document**, **conceptual** and **logical** data models for **entity relationship** (ER) models. Executed **data cleansing, data profiling** and validation of data.
* Performed data analysis using **slicing, dicing, roll-up, drill-down** and **pivot** on various **OLAP** cubes.
* Assisted QA team to execute **functional testing, integration testing, regression testing, system testing, performance testing (load, stress, endurance, spike), boundary value analysis** using selenium.
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| **ENVIRONMENT:** Agile ScrumBan, JIRA, Balsamiq, Tableau, MS office suite, selenium. |
| **Business Analyst** |
| **United India Insurance Company | Bangalore, India** |  **Timeline:** Sep 2014 – Oct 2016 |
| **DESCRIPTION:** The project was to implement a web-based application for claim processing and give the users the clear vision of claim life cycle from submission through claim adjudication. It helped the insurance company increase its claim processing capacity and scalability. It also connected the organization to the all-payer network of commercial and government health plans to provide a wealth of real-time patient benefit information. |
| **RESPONSIBILITIES:** |
| * Worked in Facets with different modules like **Subscriber, Claims Processing, Billing and Providers** Applications.
* Recommended changes for system design, methods, policies, and workflows affecting **Medicaid claims processing**.
* Performed **data source exploration, data profiling, data cleansing** and created **data mapping document** followed by creating various mappings using transformations to migrate data into the **data marts** and **ODS** using **Informatica**.
* Wrote **complex SQL queries** to manage and retrieve data for further analyzing using **Data Visualization** tools.
* Created high fidelity and low fidelity **UI Mock-up** and **Wireframes** prototypes for the stakeholders using **Balsamiq**.
* Used **Swagger UI** and **Swagger Editor** to document the request and response of the front-end **RESTful API’s**.
* Responsible for the core activities of test team including creating and executing **test cases**, documenting results, and drawing a **Requirement traceability matrix (RTM)** to match requirements with final test scenarios using HP ALM.
* Involved in **bug tracking & defect prevention** activity using **JIRA** to improve issue/bug fixes & maintain **issue log**.
* Assisted in preparation of **UAT test plan, Test Cases** and performed **UAT** to validate the solution based on the tests.
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| **ENVIRONMENT:** Agile-scrum, MS Visio (v.16.0), Lucid charts, MS-PROJECT, MS Access, MS Office Suite, JIRA, Confluence, Informatica PowerCenter, MS S[L Server, HP ALM, SWAGGER, Tableau. |
| **Data Analyst** |
| **Star Health Insurance Company | Coimbatore, India** |  **Timeline:** June 2013 – Aug 2014 |
| **DESCRIPTION:** Utilized Tableau software for the client’s legacy **Health Insurance Policy System** (as part of client’s Finance Department) for fulfilling business’ reporting and analytics requirements and assisting in underwriting. |
| **RESPONSIBILITIES:** |
| * Illustrated different report prototypes (mockups and wire frames) using Balsamiq tool.
* Collaborated with ETL team to evaluate source data types and compose the transformation logics.
* Responsible for drafting the Report Specification Document, ensuring a standardized report format.
* Constructed and maintained Tableau dashboards, charts like pie charts, histograms, bar charts, etc.
* Responsible for creating visualizations for financial analysts based on ad-hoc reporting requirements.
* Conducted **Unit tests, Smoke test, Regression test and User acceptance test.**
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| **ENVIRONMENT:** Waterfall, Tableau (Desktop/Server), Oracle MySQL RDBMS, MS SharePoint, Balsamiq. |