

LOREM IPSUM

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Seeking assignments as Business Analyst with a high growth oriented organization preferably in the Baking / Insurance sector

Professional Abridgement

- ✧ A competent professional with nearly 12 years of experience in Telecom and Insurance vertical with understanding of business requirement gathering & process flow.
- ✧ Experience in mapping business requirements, designing customized solutions with strong analytical skills and ability to analyze business practices and define optimal procedures.
- ✧ Acquainted with the operating business model of insurance. Insightful knowledge of business process analysis and design, process rationalization, cost control, capacity planning, performance measurement and quality.
- ✧ Sound knowledge of insurance domain and extensive experience in the Insurance horizontals like:
 - New Business and Policy Servicing Processing.
 - Branch operations and Customer Service.
 - Functional and Operations Training.
 - Process Management.
- ✧ An ardent analyst, with a flair for adapting quickly to dynamic business environments. Adopting pragmatic approach in improvising on solutions and resolving complex business issues. A profound customer centric and systems driven approach to design business solutions.
- ✧ An energetic, self-motivated team member with hands on experience in business analysis, requirements gathering, application integration and customization.
- ✧ An effective leader with proven abilities in working with various teams; guiding team members and enabling knowledge sharing among the team.

Core Competencies

Technical:

- ✧ Mapping business requirements and translating these requirements into functional specifications.
- ✧ Assisting business partners for defining business strategy & supporting operational processes.
- ✧ Identifying different tools / techniques that can be used to structure requirements; demonstrating the ability to develop a basic use case.
- ✧ Conducting business process review, identifying and addressing the gap/risks in the processes using tools like FMEA and monitoring key business processes.
- ✧ Suggesting appropriate as well as technology-based solutions for enhancing functional efficiency of the organization and achieving business excellence.

Functional:

- ✧ Implementing new functional processes; undertaking and implementing quality and process improvement projects within preset deadlines.
- ✧ Leading, motivating and monitoring the performance of team members to ensure efficiency in service operations and meeting of individual and group targets.
- ✧ Identifying development needs of the team and training the team accordingly through specific training modules designed as per the needs.
- ✧ Managing vendors / business partners to build scale and derive quality service/output; negotiating for competitive cost and value added services from vendors.

Career Contour

**Oct'08 till date with HDFC Standard Life Insurance Ltd., Mumbai
As Manager – Business Process Management**

A joint venture between HDFC Ltd. and Standard Life, a European leader in Life Insurance.

- ✧ Looking after design and documentation of the new processes.
- ✧ Costing and measurement of reviewed processes to ensure effectiveness and efficiency.
- ✧ Suggesting recommendations to reduce failure cost and improving quality and TAT via process automation or redesigning.
- ✧ Facilitating the implementation of proposed recommendations based on the business case.

Significant Accomplishments:

- ✧ Distinction of setting up and driving knowledge management initiatives across all functions.
- ✧ Online CBA Tool and Cost Dashboard – successfully championed and delivered these two projects.