

**TEK09786** (Business Analyst - 11 + Year) MBA

Highlights

- Business Analyst with flair of Project Management – over 11.5 years of experience, Insurance & Finance Domain, Digital Transformation, Agile (with JIRA & Confluence).

Skills

Primary Skills

- Agile methodologies

Secondary Skills

- Power BI

Projects

Project - 1

Responsibilities :

- Led Products, Reinsurance, Coinsurance, security modules, collaborated with data migration team
- Defined process flows for financial transaction posting in accounts, renewal & Inward Reinsurance
- Participated in solution design workshop to gather requirements and map them to vendor solution
- Managed business stakeholders and engaged them in various stages of project lifecycles
- Influenced vendor and customer in scope definition for Day 1/MVP launch
- Provided resolution to business queries and work-arounds for functions left out in Day 1 launch
- Supported QA team in managing UAT, preparing test scenarios and discussing them with business

Project - 2 (5 months)

Responsibilities :

- Overseeing strategic and operational initiatives spanning over APAC region
- Leading a squad responsible for delivering projects under B2B, B2C and partner stream
- Liaised with UW, Pricing, Distribution, frontend and backend technology teams and QA
- Successfully delivered a new insurance product amid stringent timelines & hard-set Go-Live date which achieved more than 40% strike rate for quote to policy conversion in 1st month
- Driving scrum ceremonies such as backlog refinement, prioritization of initiatives, etc.
- Deriving costs based on estimations for the future initiatives

Project - 3 (14 months)

Responsibilities :

- Owned End-to-end implementation of new Insurance product covering all functions such as Life Admin system, front-end ePOS system, Claims, Operations, Underwriting, Dashboard
- Worked on Underwriting system revamp for HNW products to reduce turn-around-time by 40%
- Groomed user stories, identified and documented scenarios and user acceptance criteria
- Launched HNW insurance product with first premium collection of HK\$40+ Million in first 2 months
- Conducted business requirement workshops, converted these into user stories, ensured delivery and acceptance of captured requirements
- Worked in target-operating-model, evaluated 'As-is' and 'To-be' flows for process enhancements
- Assisted Scrum master in scrum planning and Product Owner to prioritize user stories using various techniques such as MoSCoW model
- Prepared comprehensive UAT test plans, test scenarios and walked through them with QA team
- Contributed in PoC for enhancing payment methods to shorten policy processing time
- Collaborated with developers, test managers and SMEs to ensure user stories are developed correctly, tested thoroughly in UAT, and meet acceptance criteria
- Regularly participated in Show and tell sessions to present progress and achievements
- Engaged with cross functional and multi-channel teams across departments and projects

Project - 4 (91 months)

Responsibilities :

- Interpreted requirements, documented, and prepared Software Development Specification (SDS) & Business Requirement Document (BRD) and molded them in functional manner
- Provided efficient end-to-end design solutions for end user-facing ePOS application
- Configured Insurance Products and associated various business rules, riders, and other functions
- Designed sales illustration model including calculation logic for various benefit values from complex actuarial and pricing spreadsheets for products such as unit linked, universal life, etc.
- Performed Impact Analysis, resource estimation & prepared schedule with timelines for delivery
- Managed and delivered projects successfully with budget of more than US\$1 million per annum
- Worked with Actuaries and Pricing department on various rate files of an insurance product, data massaged them to utilize further in various models
- Achieved cumulative adoption rate of 92% across 3 modules in agent used mobile application
- Led SDLC at all stages across complete project lifecycle, secured signoffs for SIT and UAT; as well as delivered modules under various stages efficiently and in timely fashion
- Streamlined processes for system migration among environments
- Enhanced existing solution for various regulatory requirement changes by decoding them, exploring available guidelines, and implementing them in efficient manner
- Optimized illustration model calculations by 295% using knowledge of best practices
- Defined data driven sanity checks to validate system migration accuracy before go-live
- Helped dev team in diagnosis by working with SQL, JSON strings and web services
- Identified and designed high level functional test scenarios and performed Unit tests

Project - 5 (25 months)

Responsibilities :

- Responsible for QA of software applications built for Hospitality & Medical Electronics
- Managed and mentored team of 5 people including sprint planning and task allocation
- Conducted Proof of Concept for automation leading to continuous deployment
- Performed Defect Management using Team Foundation Server and executed weekly deployments
- Carried out Proof of Concept - feasibility Report for automating partial testing process

Project - 6 (2 months)

Responsibilities :

- Identified consumer behavior pattern using data driven study of investments by interacting with more than 300 customers
- Financial Products covered: Equity and Commodity broking, Corporate fixed deposit, Mutual fund, Insurance
- Recommended changing office location and conducting customer education sessions

Awards

- Awarded with 'Certificate of Recognition' May 2015.
- Awarded with 'Dream Team' award, 2010
- Winner of inter college event 'Franchisor', 2013 – Strategic business sports game
- Winner of inter college event 'The CFO', 2014 – devising financial plans for a given case study