YOUR NAME

Phone: (M) xxxxxxx **Email:** xxxxx@hotmail.com

Address #XXXXXX

SR. BUSINESS ANALYST – X YEARS – MBA/DEGREE IN MAJOR NAME (COLLEGE NAME)

Known for combining extensive technical ability and personnel leadership skills to accomplish project goals throughout all levels of the enterprise; experience working across diverse sectors like Pharmaceutical, Life Insurance and IT

Adroit in analyzing information system needs, evaluating end-user requirements, custom designing solutions and troubleshooting applications

Analyze information and conduct research to implement new plans / strategies to achieve company's targets and produce forecasts of business, industry and economic conditions for use in proper decision making

Define requirements for each customer and co-ordinate with various internal and external resources to deliver service / projects to customers

Deft in co-ordinating multiple large-scale projects from inception to completion ensuring optimal utilization of resources leading to overall profitability

Skilled in understanding client requirements, developing solutions, preparing work specifications, estimating efforts ensuring delivery of reviewed / executed work requests within timeframes

- Business / Market Research
- Requirement Gathering & Analysis
- Design, Development & Testing
- Software Development Life Cycle (SDLC)
- Consumer Behavior Patterns
- Writing Business Documents
- New Product Implementation
- Test Management
- Insurance & Underwriting
- Client Relationship Management
- Scrum Agile Methodologies
- Quality Control / Assurance
- MIS Reporting
- Resource Management
- Strategic Planning & Execution

EMPLOYMENT

Sr. Business Analyst, Company Name, LOCATION   (From- To date)
Key Deliverables:

- Currently working in the Production Support of Product Name/Project Name product for its fortune 500 clients for their life and annuities products
- Gather & analyze requirements using various techniques, review designs and create design document; study current business practices & requirements and suggest viable solutions to meet business requirements
- Prepare detail design documents for product development and change requests covering solutions
- Work closely with the Development team for implementing solutions and with the Quality Control team to ensure product quality; follow-up and provide post-implementation support to ensure smooth integration of products
- Co-ordinate with various internal teams like Business Analysts, Programmer Analysts and Quality Analysts
- Maintain status of various change requests for BA related activities and track & report incidents in the production environment
- Prepare test scenarios and test data for execution; run test cycles in the programming as well as online test regions to meet different test scenarios
- Analyze problems and resolve critical issues on priority having strategic impact on applications by applying / following business / technical support concepts, departmental procedures, etc.
- Lead mission-critical implementation initiatives, oversee all phases of project cycles and revision of operational procedures in accordance with new functions & requirements
- Ensure service availability by adapting good quality processes & procedures with complete documentation, proper reporting, follow-up and proactive approach for problem resolution
- Interact with the business teams to understand business process and its requirements; provide support to meet expectations

Noteworthy Credits:

- Successfully implemented the new product at client's location

- Proactively co-ordinated with stakeholders and Senior Management on progress of development & implementation; appreciated by the client for the same
- Received 'Certificate of Appreciation' for outstanding performance during the delivery phase

Project Handled:

Title:	**Project Name**
Client:	Client Name, Location
Duration:	Total Duration months
Onsite Duration:	If Applicable in months

Description: **(**Product Name) is the most complete new business risk assessment and process management solution. It is a new business system capable of supporting multiple products, distribution channels and administration systems, based on web technology and robust business processes model needed to seamlessly integrate new business. Product Name/Project Name comprises of underwriter workbench, new business process automation, policy document management and work flow-based work management.

Previous Employment

CAREER PATH	DURATION
Employer 1, Location	From-To Dates
Employer 2, Location	From-To Dates

Key Deliverables:

- Involved in underwriting new / lapsed applications and analyzing / assessing risks involved in individuals; decide acceptance / rejection of proposals
- Decided the premium amount or rider clauses while offering medical insurance
- Attended to & resolved queries and issues for the branches in the assigned territory; co-ordinated with the branches across the country and shared knowledge / best practices on quality-related aspects
- Strictly adhered to / followed AML guidelines while offering proposals to cross-check money laundering activities like:
  - Looking for suspicious transactions like cash deposits, frequent surrenders, assignment to unrelated parties, frequent requests for change in address, unusual termination of policy, payment by multiple DDs, etc.
  - Verifying proof of identity and residence to companies before finalizing a cover
  - Ensuring delivery within TAT for medical & non-medical cases

Noteworthy Credits:

- Recognized among top performers in terms of productivity; efficiently handled an average of 100 cases a day
- Efficiently handled 5 branches simultaneously
- Appreciated by the 5 Branch Managers for the support provided

Training Details, if any (From – To)
Key Deliverables:

- Involved in testing quality of pharmaceutical-grade formulations and raw material for drug manufacturing
- Tested in-process material used in drug manufacturing; quality checked the finished products

ACADEMIA & CERTIFICATIONS

- **Educational Details**
- **Professional Certifications like PMP, CSPO**

PERSONAL VITAE

Date of Birth:	XXXX
Linguistic Proficiency:	English and Hindi
LinkedIn:	XXXX
References:	Will be pleased to furnish upon request