Chandra Akella

SENIOR BUSINESS ANALYST / BUSINESS SYSTEMS ANALYST/ TECHNO BUSINESS ANALYST

Education: MS (IT), MBA, COSMIC (Cert)

Chandrasekhar090@gmail.com

224-619-6789

Techno- Functional | Excellent Communication, Listening & Written Skills | Excellent

in Software Design and Implementation | Good in Delivery & Stake holder

Management

Professional Summary

- **Senior Business Analyst, Business Systems Analyst, Techno Business Analyst** with **around 18 years** of diversified experience in successful implementation of multiple software projects involving in-depth understanding of Business and functional requirements, Business Rules, Business Process, Business use case preparation, Development and Testing.
- In-depth knowledge and experience on **Major Insurance Software Platforms Guidewire, PolicyPro, BillingPro, Sapiens LifeSuite, Life Apply, Cyberlife, nbA, csA, iGo and Inspro** etc.
- Experience in **Property and Casualty Insurance** with exposure to **Homeowners, Auto** including **Personal and Commercial lines.**
- Experience in Life Insurance and Annuity products, Fixed and variable Annuities, UL, VUL and ISL products.
- Provided **in-depth and sophisticated analysis in both business and technical terms** with interpretive thinking to define the requirements and develop innovative solutions.
- Strong **Business** and **Technical** knowledge in the area of **Product/Application Design and Implementation** in the **Insurance Industry**.
- Experience in **Designing** and **Implementing Solutions** to administer the full contract life cycle for insurance business, including **New Business policy Quote, Underwriting, Issuance**, and all other post issuance transactions such as **Billing, Lapse, Reinstatements, Cancellations, claim processing** etc.
- Proficiency in transforming business requirements into functional specifications focusing on workflow analysis and design, business process reengineering, user interface design, and process flow modeling.
- Excellent Business writing skills, including extensive writing of Business Requirements Document (**BRD**), Functional Requirements Document (**FRD**), Non-Functional Requirements Document (**NFRD**), Process Description Document **(PDD),** Solution Design Document **(SDD),** and System Requirements Specification (**SRS**).
- Prepared **Business Specification Documents** and **Functional Design Documents** for multiple implementation projects. Created detailed **Business Process flows** and **Technical Designs** and conducted walk-thrus with different stakeholders for sign off and pass it for Development.
- Documented detailed **Acceptance Criteria** unambiguously to ensure all deliverables meet the business requirements as expected.
- Extensively prepared **Screen design mock-ups** using **MSVisio, Wireframes and Snagit** tools etc. to present the visual depiction of the intended output at the end of development to the users for their approval.
- **Elicited requirements** from different cross-functional teams and vendors. Serve as liaison between various **Business Users, vendors, implementation partners, policy team and Developers/TAs** to ensure detailed **documentation of business requirements and technical specifications** for SDLC & Agile projects, so that the

Developers/Technical analysts will understand the functional requirements clearly for the application development.

- Proficiency in **UML & Use Case development, BRD, BSD traceability**

- Thorough knowledge of **Agile, Scrum, SDLC & Waterfall methodologies**.
- Conducted successful **Joint Application Design (JAD) sessions** for requirements gathering. Performed Gap analysis to analyze the functionality gap between the **existing production system** and **targeted new system** for implementation to ensure no functionality loss post implementation.
- Ability to Negotiate, influence and collaborate to build successful relationships.
- Strong understanding of **Product Architecture** and **Integrations** with internal and external applications.
- Strong knowledge of **XML & XSLT** and implemented the integration between **Customer, Policy, Billing, Producer, Work management and Claims** platforms.
- Documented the requirements and driven the successful **Integration** with multiple **Third-party vendor applications** with the **Coresuite platforms** involving **Real time data exchange** or **inbound and outbound file exchange** for data consumption.
- Excellent experience in implementing the **Integrations with digital payment processing** platforms like InvoiceCloud and ACI.
- Excellent understanding on **Out of Sequence Policy Change Transaction** issuance.
- Successfully implemented the **Integration** with the multiple Banks for the **LockBox** file processing in the Billing Application to receive the **payment information** and apply the payments on respective Billing accounts.
- Possess very good understanding of the **NACHA file format** for sharing the required data with **Payment processors**. Successfully implemented the integration with Third party vendor payment processing application.
- Documented the detailed requirements for the **Nightly Batch** processing for **various Business functions** and had them successfully configured/implemented on the **Policy & Billing applications** for multiple clients.
- Possess detailed understanding on the **Conversion/Migration of blocks of business** from one system to another system. Successfully implemented the conversion of entire business from legacy platform to Coresuite.
- Very good understanding of the **Database Schema** and excellent Experience on **Reporting applications** and created the requirements with Database tables for multiple reports out of Policy & Billing system.
- Very good understanding of **Oracle RDBMS** Table structures **and** skills in **SQL Developer** querying to fetch data for validations and execution of the update scripts.
- Possess good understanding of **SVN, Tortoise** file repository versioning, checking in files into the branches.
- Excellent experience on **Jenkins** in making the **builds, packaging** deliverables and **deploying** in the higher environments **UAT and PROD** on the **AWS Cloud** servers.
- Provided **UAT & PROD support** as the 01st Level contact for critical issues, performed triaging, debugging the logs and resolution by working with the Development / TA teams on priority.
- Worked closely with multiple **vendors** to coordinate **System Integration testing** and meet the critical time lines.
- Possess excellent understanding of using applications **Winscp, FileZilla, Kleopatra** to communicate with various external **sFTP** sites for all file exchanges as necessary for external integrations.
- Possess understanding of the SSH Public & Private key protocols and the PGP encryption and decryption protocols for all file exchanges.
- Extensively used the tools **SOAP, Postman, REST** for executing the Batch jobs, making updates to records and for validating Test transactions.
- Deep understanding of the **Java Naming and Directory Interface API (JNDIs)** and **Sysprop** definitions for API calls internal and external to the applications, and implemented them for Policy & Billing Applications.
- Owned the **Test strategy design and execution** and successfully driven the **System Testing**, **Integration Testing**, **User Acceptance Testing** for multiple projects.
- Possess the knowledge to use the **Spring Batch Admin Console** and Data base tables to track the **Batch failures** in the UAT & PROD and take remedial actions as required.
- Experienced in defining **scope** and making **estimations**, assisting the PM in **prioritizing the tasks**.
- Proficient in driving the **Scrum meetings**, preparing the **sprint back log**, **prioritizing the tasks**, **sprint planning**, **Daily stand up**, creating **User stories and Tasks**, assigning to the Developers/Task for completion, **Jira work flow**, closure and **sprint closure**.
- Conducted the **triaging** of the issues reported in the **UAT and PROD, defects/issues management**, **investigated and recreated complex issues, prioritized the severity and worked with the Dev/TA teams for addressal.**
- Excellent **Verbal** and **Written** and **Presentation** skills.

Technical/ Domain Skills:

Project Management Tools/Methodology	Unified Modeling Language (UML), MS-Project, JIRA, Agile-Scrum, Agile SDLC, Waterfall, Kanban, Lean & Six Sigma
Major Platforms & processing Systems	Guidewire, Policy Center, Billing Center, LifeSuite, Life Apply, Cyberlife, nbA, csA, iGo, AdminServer and Inspro
Requirement Management	MS Office, JIRA, HP ALM 11.5, MS Visio, SnagIT
Office Tools	MS Word, MS Excel, MS PowerPoint, MS SharePoint, MS Dynamics CRM, MS Project, MS Visio
Technical Tools	Winscp, FileZilla, Kleopatra
Testing Tools **Languages**	HP QC, HP ALM 11.5, SOAP UI, Rest, POSTMAN XML, SQL, XSLT
Databases	Oracle SQL Developer, DB2
Defect Tracking tools	JIRA, HP ALM, HP QC, Confluence
Operating Systems	Windows XP, 7, 8, 10, Mac OS
Domain Knowledge (P&C Insurance, Life Insurance, Annuities, Financial Services)	Property and Casualty Insurance Homeowners, Auto, Personal and Commercial lines, Life Insurance and Annuity products, Fixed and variable Annuities, UL, VUL and ISL

Professional Experience:

KW Specialty Insurance, Scottsdale, AZ   **Mar' 2021 to Present**

Senior Business System Analyst/ Product Owner

Project Summary: KWS offers products and services in the Personal and Commercial lines in multiple states across the US. The scope of the project is to implement the Coresuite Policy issuance system and Billing administration system for the Home Owners line of business along with the Work Management, Producer management applications and IntelligencePro reporting system. Integration with digital payment processor ACI for the downpayment and onetime payment processing. Integration with FTNI for the LockBox processing, GhostDraft as document repository. Multiple UAT environments and PROD on AWS Cloud.

Roles &Responsibilities:

- Conducted the requirement sessions, gathered requirements from business stakeholders to implement Coresuite applications to cater the business needs.
- Performed gap analysis to identify the gaps between the existing system and the Coresuite capabilities to find the most viable solution with in the architecture framework of Coresuite to accommodate the business requirements.
- Assessed current state with gap analysis of Coresuite and provided a future state with recommendation.
- Elicited and evaluated information gathered from different workstreams and decomposed high level design into fine details.
- Documented the detailed Business specifications, with all applicable business rules and exceptions and documented the detailed acceptance criteria.
- Prepared detailed process flows and functional design documents.
- Worked with the external vendors for integration with third party digital payment processors ACI & FTNI for down payments, onetime payments processing capabilities and for the nightly Lockbox file processing. Also worked on the Integration with GhostDraft document repository application.
- Prepared the Technical design documents for all integrations with the Coresuite.
- Implemented new business quote, rating, issuance, renewals, cancellations, reinstatements, rewrites,endorsements and out of sequence Policy change processing from Policy system to Billing application.
- Performed walkthrough of the BSD/FDDs with the stakeholders and obtain sign off.
- Worked with the configuration and development team to get the requirements built in the application, provide all business clarifications and support as required.
- Reviewed the unit testing done by the configuration and development, before accepting the deployment for BA/QA testing.
- Developed the Test strategy and prepared the detailed test scenarios, test plans, test cases for the SIT/UAT.
- Performed builds in the environment to accept the development changes. Prepared packages for deployment thru Jenkins and deployed to the higher environments UAT & PROD.
- Review/walk thru the UAT test plans and results with the stakeholders.
- Identified the solution within the Product Designer of Coresuite for configuration changes and implementation.
- Worked closely with the off-shore Developers and TAs to drive the changes as necessary for the successful implementation of the changes in Coresuite applications.
- Acted as the primary contact to provide business and technical clarifications to the team and ensured the team is successful in deliverables as expected.
- Worked with the clients as immediate contact to investigate critical Production issues on urgent basis.
- Worked with the Project Manager on estimating the tasks and prioritizing them for different sprints.
- Helped the TA/Developers in recreating complex issues.
- Queried the Data Base to validate the information for various fields and reports while debugging the issues.
- Executed the update scripts on the Data base in MTR/UAT environments for verifications, before creating the DB tasks for PROD execution.
- Worked to implement the SSH and PGP encryption protocols for connecting with the vendor SFTP sites and file transfer.
- Tested the complex vendor integrations to ensure the file transfers are successful and files are successfully consumed by the respective applications from both ends.

American Farmers & Ranchers Mutual Insurance Company   **April' 2020 to Feb' 2022**
Oklahoma City, OK
Senior Business System Analyst/ Product Owner

Project Summary: American Farmers and Ranchers offers Home, Auto, Farm, Ranch and Life Insurance and Umbrella coverages to its members. Scope of the project for Day1 covers implementation of the P&C Coresuite for the Auto, Homeowners and Dwelling lines of business for the Policy issuance and Billing administration. Integration with third party digital payment processor InvoiceCloud for downpayment and onetime payments processing. BankFirst for nightly Lockbox file processing, Integration with GhostDraft document repository, Integration with FinancialPro for GL reporting. UAT & PROD on AWS Cloud. Conversion of business from legacy platform to the CoreSuite.

Roles &Responsibilities:

- Participated in the requirement blue print sessions to identify the over all scope of the project and for Day1 & Day2, and prioritized the planned scope.
- Conducted the requirement gathering sessions with the business stakeholders for implementing Coresuite applications PolicyPro and BillingPro.
- Performed gap analysis to identify the gaps between the existing system and the Coresuite applications.
- Analyzed the source legacy system Data and the Target application Data schema for the migration of business.
- Elicited and evaluated information gathered from different workstreams and decomposed high level design into fine details.
- Documented the detailed Business specifications, with all applicable business rules and exceptions and documented the detailed acceptance criteria.
- Prepared detailed process flows and functional design documents.
- Performed the process analysis for improvements in the Business processes.
- Worked with the external vendors for integration with third party digital payment processor Invoice Cloud for down payments, onetime payments processing capabilities and for the nightly Lockbox file processing with BankFirst.
- Prepared the Technical design documents for all integrations with the Coresuite.
- Performed walkthrough of the BSD/FDDs with the stakeholders and obtain sign off.
- Worked with the configuration and development team to get the requirements built in the application, provide all business clarifications and support as required.
- Developed the Test strategy and prepared the detailed test scenarios, test plans, test cases for the SIT/UAT.
- Review the QA test results before promoting the package to the UAT environment.
- Performed builds in the environment to accept the development changes. Prepared packages for deployment thru Jenkins and deployed to the UAT.
- Review/walk thru the UAT test plans and results with the stakeholders.
- Identified the solution within the Product Designer of Coresuite for configuration changes and implementation.
- Worked closely with the off-shore Developers and TAs to drive the changes as necessary for the successful implementation of the ongoing projects on the Coresuite BillingPro.
- Acted as the primary contact to provide business and technical clarifications to the team and ensured the team is successful in deliverables as expected.
- Worked with the clients as immediate contact to investigate critical Production issues on urgent basis.
- Worked with the Project Manager on estimating the tasks and prioritizing them for different sprints.
- Helped the TA/Developers in recreating complex issues.
- Queried the Data Base to validate the information for various fields and reports while debugging the issues.

Church Pension Group, New York, NY   **Sep' 2018 to Feb' 2020**

Business Systems Analyst

Project Summary: CPG offers property and commercial liability insurance products to various Church groups, ministries and Diocese across the country. CPG opted for implementation of the P&C Coresuite for the Policy issuance and Billing administration. Integration with third party NTB for Lockbox file processing, Integration with GhostDraft document repository. UAT & PROD on AWS Cloud.

Roles &Responsibilities:

- Worked with CPG IT team and business users for requirements gathering and requirements clarification.
- Acquired experience in all aspects of commercial property and liability products.
- Developed and documented Business Requirements, Functional Requirements, and Test plans and Test Cases.
- Worked with the business users and with different levels of management to identify requirements, use cases and to develop functional specifications. Have prepared Business Requirement Documents (BRD's) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
- Implemented entire Property and Casualty (P&C) Policy Life Cycle involving New Policy Endorsements, Cancellations, Reinstatements, Renewals and Rewrites.
- Facilitated the scrum meetings and helped as liaison between development team and the BA/QA team.
- Executed SQL queries to test back end data validation of Oracle database tables based on business requirement
- Worked with SQL Joins and SQL queries extensively to evaluate data process and end user satisfaction.
- Worked on translation of business needs to the developers and enhancement part of the application.
- Used Rational Rose to designed and develop Use Cases Scenarios, Use Cases Models, Activity Diagrams, End to end mapping, Sequence Diagrams, State chart diagrams, OOAD using UML.

- Developed UML Use-Cases and Use-Case diagrams after accessing the status and scope of the project and understanding the business processes. Facilitated Joint Requirement Planning (JRP) sessions with SME's in understanding the Requirements.
- Creating User Stories for Agile SCRUM based development methodology.
- Worked on the data transformation from Policy XML to the Billing application using the XSLT.
- Coordinated activities with project manager and various other teams using MS Project.
- Supported User Acceptance testing (UAT) and collaborated with the QA team to develop test plans, test scenarios, test cases and test data to be used in testing, based on business requirements, technical specifications and/or product knowledge.
- Designed and implemented operation support system(OSS) applications with development team. Also troubleshoot and resolve major related issues.
- Acted as Scrum Master for a span of time.
- Worked with NTB and CPG technical team for implementing the LockBox processing capability in Billing application.
- Tested the complex vendor integrations to ensure the file transfers are successful and files are successfully consumed by the respective applications from both ends.

Georgia Farm Bureau, GA   **March' 2016 to Aug' 2018**
Senior Business Systems Analyst
Project Summary: GFB offers Home, Auto, Farm, Life, Business insurance products. GFB opted for implementation of the P&C Coresuite for the Auto, Home and Umbrella policies for Policy issuance and Billing administration and for the Work management. Integration with GhostDraft document repository.

Roles &Responsibilities:

- Participated in the requirement blue print sessions to identify the scope of the project.
- Conducted the requirement gathering sessions with the business stakeholders for implementing Coresuite applications PolicyPro and BillingPro.
- Performed gap analysis to identify the gaps between the existing system and the Coresuite applications.
- Analyzed the source legacy system Data and the Target application Data schema for the migration of business.
- Elicited and evaluated information gathered from different workstreams and decomposed high level design into fine details.
- Documented the detailed Business specifications, with all applicable business rules and exceptions and documented the detailed acceptance criteria.
- Prepared detailed process flows and functional design documents.
- Performed the process analysis for improvements in the Business processes.
- Prepared the Technical design documents for all integrations with the Coresuite.
- Performed walkthrough of the BSD/FDDs with the stakeholders and obtain sign off.
- Worked with the configuration and development team to get the requirements built in the application, provide all business clarifications and support as required.
- Developed the Test strategy and prepared the detailed test scenarios, test plans, test cases for the SIT/UAT.
- Review the QA test results before promoting the package to the UAT environment.
- Performed builds in the environment to accept the development changes. Prepared packages for deployment thru Jenkins and deployed to the UAT.
- Review/walk thru the UAT test plans and results with the stakeholders.
- Identified the solution within the Product Designer of Coresuite for configuration changes and implementation.
- Worked closely with the off-shore Developers and TAs to drive the changes as necessary for the successful implementation of the ongoing projects on the Coresuite BillingPro.
- Acted as the primary contact to provide business and technical clarifications to the team and ensured the team is successful in deliverables as expected.
- Worked with the clients as immediate contact to investigate critical Production issues on urgent basis.
- Worked with the Project Manager on estimating the tasks and prioritizing them for different sprints.
- Helped the TA/Developers in recreating complex issues.
- Queried the Data Base to validate the information for various fields and reports while debugging the issues.

Trustmark, IL   **Oct 2015 to Mar 2016**
Senior Business Analyst
Project Summary:.Trustmark offers various life insurance and health benefit insurance and employer group products. Trustmark planned to implement Inspro admin system for its individual Life and Employer group business. Trustmark also planned to migrate the existing block of business from the legacy platform to Inspro admin system.

Roles &Responsibilities:

- Accumulated customer requirements from various end through surveys, interviews, brainstorming and JAD sessions and translated them into system requirements.
- Developed prototype of information processing application and facilitated collection of functional requirements from system users and preparation of business requirement documents.
- Followed the Agile methodology as an SDLC approach.
- Closely worked with stakeholders and gathered all artifacts from them.
- Closely worked with the Product Owner, Scrum Master, and Development Team to identify risk and issues that pertained to the project.
- Served as an interim Scrum Master and closely worked with the Development Team.
- Created use cases, swim lane diagrams, sequence diagrams, activity diagrams or other visual aids to explicitly capture the requirements and lead the development of business process reengineering processes, procedures, and reports.
- Involved in Training, Quality Analysis, and Production Support for some of the users. Also assisted in developing dashboards for end users using Micro Strategy reporting tool. Reports were generated taking into consideration various key metrics.
- Created Wire Frames and Screen Mock ups and layouts using MS Visio.Thoroughly tested Pilot projects before the Trial implementation.
- Helped Business Owners accomplish their business objects, needs and wants by utilizing customer success in all five phases of project management.
- Performed GAP analysis and recommended solutions as per guidelines.
- Utilized JIRA and Confluence to create high-level User Stories with a detailed Acceptance Criteria.
- Created Requirement Traceability Documents to have stakeholders review the workaround and provide functional requirements that have to do with the project
- Utilized Microsoft Visio to create UML diagrams such as, Swimlanes, Activity Diagrams, and Use Case Diagrams.
- Used Sequel Queries to fetch the information from the Database while validating the test results.
- Worked closely with the Product Owner and Scrum Master to prioritize the tasks.
- Designed and documented REST/HTTP API's
- Lead user acceptance testing (UAT), interface testing and did walk-thru of the results.

Transamerica, Cedar Rapids, IA   **Nov' 2012 to Oct' 2015**

Senior Business Analyst

Project Summary:. Transamerica is a major insurance company which offers a variety of Life and ==Annuity== products to its clients across US. The project involved implementation of nbA automated underwriting and new business issuance platform. Project also involved integration with iGO e-App submission system, Apptical tele paramed application and several requirement providers LexisNexis, MIB, MVR, ExamOne and MRS.

Roles &Responsibilities:

- Conducted the requirement sessions, gathered requirements from business stakeholders to implement the nbA and iGo platforms.
- Elicited and evaluated information gathered from different workstreams and decomposed high level design into fine details.
- Documented the detailed Business specifications, with all applicable business rules and exceptions and documented the detailed acceptance criteria.
- Prepared detailed process flows and functional design documents.
- Worked with LexisNexis to integrate for identity check on the prospective applicants.
- Worked on the detailed requirements for integration of nbA with different external vendor applications to receive the data for multiple med and non med requirements ordered thru the system.
- Worked with Apptical for integration of nbA to receive the tele paramed submitted thru online.
- Worked on the requirements for Docusign to get the tele paramed electronically signed and delivered to nbA system for consumption.
- Prepared the Technical design documents for all integrations with the nbA.
- Implemented new business quote, rating and illustrations thru the iGO platform to submit the electronic application into the nbA system
- Worked on the ACORD complaint XML structure for submission of the application to nbA system.
- Performed walkthrough of the BSD/FDDs with the stakeholders and obtain sign off.
- Worked with the configuration and development team to get the requirements built in the application, provide all business clarifications and support as required.
- Reviewed the unit testing done by the configuration and development, before accepting the deployment for ==BA==/QA testing.
- Developed the Test strategy and prepared the detailed test scenarios, test plans, test cases for the SIT/UAT.
- Performed builds in the environment to accept the development changes.
- Review/walk thru the UAT test plans and results with the stakeholders.
- Worked closely with the off-shore Developers and TAs to drive the changes as necessary for the successful implementation of the requirements.
- Acted as the primary contact to provide business and technical clarifications to the team and ensured the team is successful in deliverables as expected.
- Worked with the clients as immediate contact to investigate critical Production issues on urgent basis.
- Worked with the Project Manager on estimating the tasks and prioritizing them for different sprints.
- Helped the TA/Developers in recreating complex issues.
- Queried the Data Base to validate the information for various fields and reports while debugging the issues.
- Tested the complex vendor integrations to ensure the file transfers are successful and files are successfully consumed by the respective applications from both ends.
- Driven successfully the UAT execution working with multiple stakeholders.

Chandra Akella

- Cedar Rapids, IA, US

Contact Information

- kb7-cvt-jlb@mail.dice.com

- 3195732512

Work History

Total Work Experience: 28 years

- **Sr. Business Systems Analyst Syntel Inc**
  Apr 01, 2011

- **Sr. Business Analyst Genpact**
  Apr 01, 2010

- **Business Analyst Lead CSC**
  Jun 01, 2003

- **Business Analyst LIC**
  Apr 01, 1995

Education

- **Bachelors** | Osmania University

Skills

- **business analysis** - 10 years
- **business requirements** - 10 years
- **implementation** - 10 years

- **qa** - 10 years
- **test plans** - 10 years
- **acceptance testing** - 9 years
- **integration** - 9 years
- **policies** - 9 years
- **specification** - 9 years
- **test scenarios** - 9 years
- **billing** - 7 years
- **cloud** - 7 years
- **project management** - 7 years
- **reporting** - 7 years
- **software** - 7 years
- **test cases** - 7 years
- **amazon web services** - 5 years
- **lockbox** - 5 years
- **insurance** - 15 years
- **property and casualty insurance** - 5 years
- **business analysis life insurance** - 12 years
- **functional requirements** - 12 years
- **nba, csa, igo, cyberlife admin** - 11 years
- **underwriting, life insurance policy** - 8 years

Work Preferences

- Likely to Switch: True
- Willing to Relocate: True
- Work Authorization:
  - US
- Work Documents:
  - Have H1 Visa
- Security Clearance: True
- Third Party: True
- Employment Type:
  - Full-time
  - Contract - Corp-to-Corp
  - Contract to Hire - Corp-to-Corp

Profile Sources