Maruthi Kumar Mahendrakar

Senior Business Analyst   Email: mahendrakar.maruthi@gmail.com

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EDUCATION

Bachelor of Computer Application   Aug 1998 – Sept 2001

SV University | Tirupati, India

SKILLS SUMMARY

Project Management Tools: JIRA, Trello

Data Analysis Tools: Power BI, Excel (Pivot tables, Charts)

Database: SQL

Data Modeling & Processing: REST APIs, ACORD

Process Mapping & Visualization: Viso

Communication Tool: Share point

Application Servers: WAS, JBoss

PROFESSIONAL SUMMARY

With 18+ years in the IT insurance sector, I bring expertise across the project and product life cycle. I have 7+ years as a 'Senior Business Analyst' in functional and focusing technical business requirements, and over 11 years leading QA teams as 'Senior Test Lead and Product Specialist', ensuring quality delivery and process improvements.

- Insurance product expert providing business solutions to corporate customers & retail customers (Distributors, BGA, MGA).
- Lead business discovery sessions with customers, stake holders to identify goals and pain points.
- Experienced in translating complex customer needs into scalable solutions.
- Adaptable in gathering and documenting functional, technical business requirements as needed.
- Define Epic, user story, acceptance criteria in JIRA with mockups, process flows.
- Manage product backlog grooming; Conduct gap analysis, brain storming sessions for solutions.
- Present and review documented requirements and designs with customers and engineering teams.
- Familiar with Agile SDLC and STLC methodologies; attend scrum meetings for sprint updates.
- Skilled in testing a software application both Functional and Integration as needed.
- Act as liaison between customer, engineering team, stake holders and external vendors.
- Proficient in SQL and data analysis for reporting.
- Serve as SME during solutioning and implementation; participate in UAT to validate feature delivery.
- Knowledgeable in ACCORD standards and REST API integrations with JSON data format.
- Quick learner with strong communication, time management, and multitasking skills.
- Perform Build deployments in QA environments; Production Support bugs/enhancement analysis.

'SmartOffice' [SaaS - Cloud based CRM Product]

Role: Senior Business Analyst

Client: | Zinnia| Georgia, United States   April 2024 – July 2025.

Overview: SmartOffice is a cloud based, product driven CRM and Agency Management System**.** I worked on a 'Agency management system' module that **s**treamline communication between carriers, service providers and advisors. Take control of multi-carrier, multi-product new-business processing. Ensure prompt and accurate payment of commissions to advisors with multi-carrier commission tracking. Take sales and marketing operations to the next level with powerful tracking features.

Responsibilities

- Managing the product backlog for new features.
- Prioritizing the product backlog based on business value from the product manager, sales, and other stakeholders.
- Organize meetings with stakeholders to gather high-level business requirements.
- Analyzing and refining requirements to detect potential conflicts and gaps.
- Create functional requirements, Epic, user stories, acceptance criteria, and process flows in JIRA ticket.
- Align business goals with technical implementation.
- Coordinate with the design team on UXPIN visualization for each JIRA ticket.
- Develop process flows in Visio for the required EPIC.
- Attending daily stand-up meetings to update on ongoing operations.
- Collaborating with cross-functional teams (developers, testers, product owners).
- Weekly requirements review calls with offshore Product development & QA.
- Weekly estimates call with offshore Product development & QA for JIRA tickets.
- Provide timely clarifications to Product development and QA teams.
- Organize 'Show and Tell' meetings with the product manager and other stakeholders to discuss the product enhancements delivered during each sprint.
- Writing SQL queries in SQL during testing of the developed new features.

Project – 'Nationwide' Test Policy Processor (TPP)

Role: Business Analyst

Client: Nationwide Financial Services, Ohio, United States   July 2018 – March 2023

Overview: Nationwide ranks among the top most insurance companies in United States. Nationwide TPP serves the users to issue the policies within Unites States of America. An agent submits the policy to TPP via a third-party system called I-Pipeline and case gets processed and Issued in TPP.

The Policy Issuance can be initiated to client in both through Auto Acceleration and Non-Auto Acceleration process with the complex set of Underwriting rules which is integrated with SwissRe product 'Magnum' for making underwriting decision

Responsibilities:

- Product demos are given to business customers to help them comprehend the product features that will assist them in meeting their business requirements.
- Collaborating with business users in daily solution scoping meetings.
- Attending daily stand-up meetings to discuss the status of ongoing projects.
- Create functional requirements, Epics, user stories, mockups, acceptance criteria, and process flows in a JIRA ticket.
- Create process flows in Visio for the needed EPIC.
- Collaborating with cross-functional teams (functional, technical, project managers, and other stakeholders).
- Bridge business goals with technical implementation.
- Bi-weekly scrum meeting with Scrum master to discuss ongoing business requirements status and readiness of JIRA tickets for upcoming sprints.
- Monthly retrospective meetings with the scrum master to discuss what went well and what did not go well in each sprint.
- Weekly requirements review calls with offshore project development and quality assurance.
- Weekly estimation calls with offshore project development and QA.
- Provide timely clarifications to the development and QA teams.
- After each Sprint release to the client's QA environment, schedule 'Show and Tell' meetings with business users and other stakeholders.
- Writing SQL queries for testing and for Bug analysis.
- Log bugs in a JIRA ticket for issues encountered during the Show and Tell meeting.
- User Acceptance testing with business users.
- Production support for production releases.

Multiple Customer Projects – The Test Policy Processor (TPP)

Role: Senior Test Lead & Product Specialist.

Clients served**:**

• John Hancock Financial	July 2017 – July 2018
• SunLife Life Financial - MA |United States	Sept 2015 – July 2017
• Manulife financials - Ontario |CANADA	Jan 2009 – Sept 2015
• Indiana Farm Bureau Insurance - Indianapolis |United States	July 2007 – Jan 2009

Overview: In the role of Senior Test Lead & Product Specialist, collaborated with numerous clients referenced above in providing quality assurance and proactive communication contributed significantly to enhanced client satisfaction, risk mitigation, and seamless adoption of the platform across diverse business environments.

I led the end-to-end testing strategy, ensuring that each implementation met rigorous quality standards while aligning precisely with each client-specific requirement specifications. By actively engaging in requirement analysis, test planning, and defect triaging, I helped ensure timely, accurate, and value-driven project deliveries.

Responsibilities:

1. Test Planning

- Develop the test plan.
- Estimate testing efforts and define resource requirements.

2. Team Management

- Assign tasks and responsibilities to team members.
- Provide guidance or training.
- Conduct regular status meetings and stand-ups.

3. Test Design and Execution

- Review the design of test cases.
- Ensure appropriate test coverage for all requirements.
- Monitor and manage test execution progress.

4. Defect Management

- Track defects through the defect lifecycle.
- Ensure timely reporting, prioritization, and resolution of defects.
- Work with development teams to resolve critical bugs.

5. Reporting and Communication

- Provide regular test status reports to stakeholders.
- Highlight risks, issues, and potential impacts to project timelines.
- Document and present test summary reports after each test cycle.
- Software Release Notes listing delivered items and open items.