**KEY RESULT AREAS**

**Project Management:** Identifying and gathering requirements for various projects by interacting with stakeholders. Planning projects, assessing scope along with checking the quality of various projects. Maintaining a track of project progress, evaluating it on regular basis and informing stakeholders about the same. Coordinating with business and IT across all phases of software development life cycle.

**Operations Management:** Formulating operational goals and developing business plans for their achievement. Generating reports to update the top management. Ensuring running of BAU along with documenting the flows and performing Business Process Re-engineering (BPR). Performing gap analysis, risk analysis and knowledge of process workflow tools, techniques and preparing used cases. Performing the blocking of products in IDIT.

**Process Designing & Implementation:** Streamlining overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level. Preparing & signing off of BRD’s, CR, flowcharts and test scenarios. Executing test cases, reporting defects and maintaining test results along with performing bug identification as part of the Fusion UAT Testing Team. Taking care of regulatory report requirement.

**Business Analysis:** Identifying and analysing key issues based on thorough research along with improving processes and developing business strategies in-line with market developments and trends. Conducting GAP/ AS-IS analysis, document analysis and mapping business requirements for process enhancements/ developments/ implementations. Delivering outputs through business analysis techniques such as business rules analysis, data modelling, decision analysis, root cause analysis, process modelling, metrics and key performance indicators.

**Quality Management/ Audits:** Devising process parameters, quality evaluation, grading system and testing techniques for evaluation and managing documentation of the same. Conducting internal process audits and process reviews for ensuring strict adherence to the process parameters/ systems. Suggesting alternatives to improve and enhance the services standards and reviewing the systems to further improve quality.

**Vendor Management:** Assessing the performance of the vendors based on various criterions such as percentage for rejections, quality improvement rate, timely delivery and credit terms.



**ACCOLADES**

* Achieved Certificate of achievement in Battle of Guts held in Management development aptitude show in 2005 by Kakatiya University.
* Bagged IAG Award for Customer Focus during 2014.



**EDUCATION**

**MBA (Finance)** from ITM Warangal; **2006**

**BCA** from CCS University, Meerut; 2003



**CERTIFICATION**

* Prince 2 Practitioner Certification for Project Management

**NIPUN GOEL**

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***Operations Management Professional with expertise in Business Analysis and Project Management***



**PROFILE SUMMARY**

An astute professional with a unique combination of **MBA (Finance)** and **BCA** with **More than 14 years** of experience in Project Management, Process Designing and Business Analysis in the **General Insurance Industry**. Proactive at managing monthly, quarterly and annual closures along with integrating governance across various processes. Knowledge of end-to-end project management and ensuring effective management of various resources to meet project specifications with business process analysis and design and GAP analysis. Knowledge of stetting directions, motivating and supervising team members to achieve their work within SLA.



**CORE COMPETENCIES**

* Project Management
* Operations Management
* Quality & Performance Improvement
* Requirement Gathering/ Analysis
* Data Analysis/ Migration
* Vendor Management
* Process Designing
* Regulatory Reporting
* UAT Testing
* System Integration
* Customer Relationship Management



**CAREER GRAPH**

**DHFL General Insurance, Mumbai**

***Since Aug 2017 as Sr. Manager IT***

**HDFC General Insurance, Mumbai**

***Feb 2015 – Aug 2017 as Sr. Manager IT***

**SBI General Insurance Co. Ltd., Mumbai**

***Aug 2011 – Jan 2015 as Business Analyst /Subject Matter Expert (Project Manager – Non-Technical)***

**Reliance General Insurance Co. Ltd., Mumbai**

***Jan 2007 – Jul 2011 as Deputy Manager (Business Analyst/ Subject matter Expert)***

**ICICI Lombard General Insurance, Lucknow**

***Jan 2006 – Jan 2007 as Operations Manager***



**IT SKILLS**

* Insurance Software: E-Bao, Genisys, Sapiens IDIT and Sirius
* SQL, MS Office, C, C++ and Fox-pro



**PERSONAL DOSSIER**

**Date of Birth:** 24th April 1982

**Address:** A-1104, Patel Paradise, Plot no 1, 31&32, Sector 35-E, Kharghar, Navi Mumbai

**PROJECTS UNDERTAKEN**

***@ DHFL General Insurance, Mumbai: (Team Size: 15)***

**Projects Undertaken:**

* **Project:** Motor Product – Policy Issuance Module
* **Project:** Banking and Collection
* **Project:** Motor Product – Claims Module
* **Project:** Fire Product- Policy Issuance Module
* **Project:** Individual Health- Policy Issuance Module
* **Project:** Fire Product – Claims Module
* **Project:** Group Health- Policy Issuance Module
* **Project:** Integration Projects – Policy Issuance Module
* **Project:** Change in TP rates – Change Request (Regulatory Requirement)
* **Project:** IDV master implementation – Regulatory/Compliance Requirement
* **Project:** Group Travel – Policy issuance Module
* **Project:** Individual health Super Top up – Policy issuance Module
* **Project:** Motor Renewal – Policy issuance Module
* **Project:** Semi Structured product- Policy Issuance and claims Module
* **Project:** Shopkeeper Product - Policy Issuance and claims Module

***Details:***

* Designing system processes from base inclusive of defining the system flow.
* Defining the banking entry flow in system along with integrating the IDIT system with SAP system.

**Solution Environment:** IDIT (Java based) and SAP

***@ HDFC General Insurance (Former L&T General Insurance Co. Ltd.) Mumbai: (Team Size : 5)***

**Projects Undertaken as Business Analyst:**

* **Project:** Data Migration – Policy and Claims Module.
* **Project:** Marine Product Integrations – Policy Issuance Module
* **Project:** GST Implementation- Change Request for Policy Issuance and Claims Module (Compliance Requirement)
* **Project:** Inward Management System (Admire) – Policy Issuance Module (Process Requirement)
* **Project:** New Products Launch in System- Extended Warranty, Home Shield, Trade Credit – Policy Issuance & Claims Module

**Details:**

* Performed migration of Policy data from L&T System (IDIT) to HDFC system (GC) and of Motor Claims data from L&T System (IDIT) to HDFC (GC).
* Conducted inwarding of documents and flow to vendor for processing.
* Integrated certificate/ policy issuance module with customer or channel partner.

**Solution Environment**: Genisys Configurator (GC) and IDIT (Java Bases)

**Projects Undertaken as Subject Matter Expert (Project Manager – Non-Technical):**

**Project:** Motor Product Integrations – Policy Issuance Module

**Project:** Channel Portal& LTI Boss – Policy Issuance Module

**Details:**

* Conducted integration with partner websites and handled manufacturer tie-up integrations.
* Performed integration with website.

**Solution Environment:** IDIT (Java Based)

***@ SBI General Insurance Co. Ltd., Mumbai: (Team Size : 30)***

**Projects Undertaken:**

* **Project:** NCB Process (No claim Bonus)
* **Project:** Policy Print Out Sourcing (Achieved a saving of over INR 25 Lakhs every month by outsourcing from inbound printing)
* **Project:** PA policies for SBI account Holders through an Upload
* **Project:** Group Health- Policy Issuance Module
* **Project:** Motor Product – Policy Issuance Module

**Details:**

* Designed process for verification of No claim Bonus, Auto Endorsements and Auto Mailers.
* Designed policy pack at Print shop and performed field mapping of XML with Policy Pack.
* Generated report to identify pending policies for printing.
* Conducted PA Policy issuance for SBI account holders though an upload and certificate printing.
* Performed Field mapping of data received from SBI bank
* Uploaded data mapping with system fields for certificate issuance and PDF copy of certificate to be accessed through Bank Site.

**Solution Environment:** Cloud and E-bao