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| FARUK MONDAL |

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| INTERNATIONAL POST GRADUATE DIPLOMA(PROPERTY & CASUALTY INSURANCE) | **Address** |
|  | Mondalganthi ( Kaikhali ),P0-Airport,PS-Baguihati  Near-DTDC Courier VIP Road,Kolkata-700052  West Bengal, India  Phone:8617200945/8017771757  Email:mondal.f555@gmail.com |

# Career Objectives

Seeking a **Business Analyst** position where I can utilize my knowledge of **Insurance domain (Property and Casualty Insurance)** and my current experience in **Insurance Operations** to keenly understand client’s problems and challenges so that I can provide them solutions.

**Professional Synopsis:**

* A professional with **8+ years**’ experience in **Insurance Operations.**
* Acquired knowledgein **Life** and **Property & Casualty** insurance domain.
* Managing insurance branch activities, client needs & expectations, cash flow, etc.
* Operational Process Accuracy like accuracy in scrutiny, controlling accuracy in transaction capturing, controlling less deviation in policy issuance, controlling number of unreconciled cases, less rejection/CFR’s etc.
* Data Control like tracking of proposals from date of acceptance to date of issuance and reconciliation of unprocessed transaction.
* Support to Office Administration, Finance, Infra and Compliance like effective branch up keeping, vendor management and coordination for speedier settlement of bills, optimum utilization of branch resources, compliance of statutory requirements in branch, keeping branch cost low.
* Supporting Sales Team and Clients requirements like providing timely status of rejections, CFR, cheque bounce and MIS to sales department. Sales coordination and proactive follow up of resolution of non-processed transaction with client as well as sales team, keeping issuance ratio.
* Knowledge of various phases and methodologies of software development **including SDLC and Agile / Scrum project management** methodology.
* Keen interest and awareness about role and responsibilities of a Business Analyst in Waterfall or Scrum teams

**Area of Expertise:**

* Knowledge of Insurance especially Property and Casualty.
* Maintaining various Operational requirements for day-to-day branch operations
* Supervising activities of all functions of a branch.

• New/Old Policy handling

**Skills & Abilities:**

* **Insurance Branch Operations:**
  + Documents Management like checking of policy documents carefully scrutinizing all the details of the client and maintaining and storing the documents for further assistance both hardcopy and softcopy.
  + Effective Branch up keep, Vendor Management and coordination for speedier settlement of bills, optimum utilization of resources.
  + MIS support like providing reports on daily business logins and issuance by the sales team, sorting reports on rejections and also providing weekly and monthly report of total business done and controlling high ratio of issuance.
* **Communication & Interpersonal Skills:**
  + Exceptional ability to build productive relationships with colleagues, clients, and vendors across all functional and technical disciplines.
  + Excellent written and verbal communication skills.
  + Confident, articulate, and professional speaking abilities.
  + Empathic listener and persuasive speaker.
  + Excellent presentation and negotiation skills.
* **Business Analysis:**
  + Requirement elicitation techniques like interviews, workshops, brainstorming, observation, surveys, etc.
  + Requirement models like use cases, process models, data models, UI models, etc.
  + BA artifacts such as BA Plan/Requirements Work Plan, RACI, Traceability Matrix, Test Cases, etc.
  + Documentation formats like BRD, FRD, use case specifications, data dictionary, user stories, etc.
  + Client/stakeholder management.

**Software Skills:**

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| Operating Systems | Windows 10, 2000,98, XP, 10 |
| Office Tools | MS Word, MS Advanced Excel, MS Power Point |
| Business Analysis Tools | Bizagi Process Modeler, Star UML, Balsamiq Mock Ups, Trello, Mind Map |

# Professional Work Experience:

**CIE | VULCAN INSURANCE SERVICES PVT. LTD., Kolkata**

July 2012 to Present

Role: Insurance Branch Operations Manager

**Responsibilities:**

* Handling day to day operation activities of branch like:
  + New Business
  + Policy Servicing
  + Customer Relationship
  + Branch Administration
  + MIS support
  + Renewal collection Support
* **New business-related activities include:**
  + Proposal Scrutiny, Data entry, Doc Mgmt. system, taking follow up from sales team on pending requirements.
  + Banking of cash/cheque/DDs on a daily basis, ensuring cash and cheque received via well documented through Policies.
  + Managing of all documentations to be maintained by branch including all types of bills, new business-related documents, filling of receipts, couriers etc.
  + Ensuring of set guidelines by company and IRDAI.
  + Support and manage agent recruitment done by sales team and manage relevant documents.
  + Follow up with customers and sales people for renewals.
  + Handling of policy service request and forwarding to DO.

**CIE | RELIANCE CAPITAL SERVICES PVT. LTD., Kolkata**

Sep 2010 to June 2012

Role: Insurance Branch Operations Manager

**Responsibilities:**

* Operational Process Accuracy.
* Operational Process Efficiency.
* Data control.
* Support to Administration, Finance, Infra and Compliance.
* Support to Sales team and Client

# Education:

* BBA (WBUT) from B. P. Poddar Institute of Management and Technology. Kolkata
* AISSCE 12th from North Point Senior Secondary Boarding High School. Kolkata
* AISSE 10th from Indira Gandhi Memorial High School. Kolkata

**Professional Training:**

**•** Completed coursed on **Advanced Excel** from **Palium Skills.**

* Completed Project work on **Broking Industry**, **Health Insurance Products in India and Directors and Officers Liability Insurance Policy** (DLO Policy) from India Insure Risk Management and Insurance Broking services Pvt. Ltd. (Secunderabad)
* Attended 3 days’ workshop for **Corporate Agents** as per regulations IRDAI (Corporate Agents) Regulation 2002.
* Passed **International Post Graduate Diploma in General Insurance** from Institute of Insurance and Risk Management (IIRM) at Hyderabad, Andhra Pradesh (equivalent to FELLOW–INSURANCE INSTITUTE OF INDIA.)
* Done training on the subject of Insurance from Golden Trust Financial Services (Kolkata)
* Attended **IIBA** approved **Business Analysis** training from Mind Map IT Solution Pvt. Ltd. with focus on:
  + Business Analysis Tasks
    - Strategy Analysis, Business Analysis Planning and Monitoring, Elicitation & Collaboration, Requirement Analysis & Design Definition, Requirements Lifecycle Management, Solution Evaluation
  + Hands on experience with following BA tools
    - Bizagi Process Modeler (Process Modelling tool)
    - Star UML (UML diagram development tool)
    - Balsamiq Mock Ups (UI Mock Ups tool)
    - Trello (Online collaboration tool)
  + Requirement Models like:
    - Process Models, Use case diagram, Activity diagram, State Transition diagram, UI Mock Ups, ER Diagram
  + BA Tools like
    - Business Analysis Work Plan, Requirement Traceability Matrix, Data Dictionary.

Completed course in Computer Fundamentals, MS-DOS, Windows, MS Word, MS Excel, FoxPro,PowerPoint, Internet Email, from The British Institute. Kolkata

## Personal Details:

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| Date of Birth: | 12th Feb 1985 |
| Languages Known: | English, Hindi, and Bengali (read, write & speak) |
| Marital Status:  Hobbies: | Single  Watching Movies, playing Carom, Listening to music. |
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