Fareesa Khan

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# SUMMARY

Effectively led complex projects for auto and property insurance lines of business. Recognized as the Subject Matter Expert (SME.) Throughout my career at Allstate, I have been selected for multiple key roles. My expertise includes test planning, execution, root cause analysis, solutions, process improvements and managing offshore and onshore resources to implement multimillion dollar projects. While my experience has been in the Insurance industry, my attention to detail, ability to build strong teams and collaborative approach would make me qualify for other industries as well.

## EXPERIENCE

### ALLSTATE INSURANCE COMPANY – NORTHBROOK, IL

Lead Analyst/Engineer 2016-Current

Currently working on Auto, property, Motorcycle, ORV projects as a Lead Analyst for Test planning, execution, defect management and project coordination.

* Increased operational efficiency such as creating new Test Plan template that was used across testing teams.
* Collaborated with other test engineers to clarify project goals, ensure adherence to processes, and coach teams on best practices. Additionally, I worked closely with Product Owners, Business partners, Release Mangers, upper management and many more teams for successful implementation of multimillion dollars projects.
* Led incident and problem management, including defect meetings, mitigation planning, root cause analysis, and resolution by using HPQC and version one etc.
* Performed UAT, pre/post-implementation analysis, and maintained problem records in Service Now.
* Provided project status updates, forecasts, and daily reports to teams and management.
* Ensured maximum customer value by tracking deliveries and suggesting process improvements.
* Trained Allstate offshore and onshore teams in project estimation.
* Led Test Strategy Plan and Test Plan Upgrade initiatives which was used across organization.
* Conducted White Noise in System Testing, analyzed defects (WADs), and implemented quality improvements.

2012-2016

Quality Control Analyst:

* Chosen as a team member for COHO PUP projects.
* Currently working on PUP (line 88) projects as a SME,QC Lead, Test Planning and project coordination.
* Trained new resources including new vendor partner on PUP business for COHO team.
* Lead HPQC project roll out to for ETRM COHO team
* Other responsibilities include- Code deployment, estimation for COHO team, Production defects, Hot fixes and Warranty defects ect

2009-2012

Quality Control Analyst

* Chosen as a team coordinator for Interlink Team.
* Currently working on Interlink Regression for all Interlink teams Rules, Renewals, Transactions, Billing, Upload, Download and Data Compare.
* Training other team members on Interlink Regression.
* Investigated, duplicate and either resolve or reopen the Auto, and Property all lines (programming issues) Alliance defects to appropriate programming teams.

### *Quality Control Analyst*

*2004 -2009*

* Analyze business requirements and create high level test conditions for each project.
* Test Compliance and Discretionary projects on CIC, WEB and Agency channels.
* Compile and publish weekly Excel/Access based reports for upper management and general distribution.
* Document and maintain results from testing.
* Chosen as a project coordinator for my team.

*Policy Support Analyst 2000 - 2004*

* Verify and correct Mechanized Queue errors on central site.
* Correct Compliance related projects ( Audit Correction)using Mainframe and AS400.
* Acts as a back up for the Audit Cordinator.
* Compile, and publish weekly Excel based reports that indicate error volume and work load to upper management and general distribution.
* Acts as a back up for the Property Corrections.
* Document, and maintains Error Review Work station and Idcm report.
* Identify and execute many process improvements for Team and Division.
* Corrected high priority Idcms.
* Selected as a back up for Team leader

Business Analyst *1997 - 2002*

* Rating, underwriting and customer service for commercial business in (IARCC).
* Trained Michigan independent agent to do Auto Quote, and New Business on Nova system.

Audit Analyst, Rating/Underwriting, Accounting Analyst *1996 - 2000*

Claim Support Representative and Data Entry Operator

* Received, reviewed, analyzed and either accepted or rejected the applications for the
* Commercial New business from Independent Agents.
* Requested, received, analyzed Motor Vehicle Record reports.
* Processed new Business, Renewals and Endorsements for Auto book of Biz.
* Responsible for audit processing (working with agents, underwriter, and fee companies solving audit problems).
* Handled direct bill accounts (providing customer service to insured’s and resolved billing problems).
* Responsible for broad range of customer services including drop file, copying, indexing, switchboard, etc.
* Input new business and spot check quality of policies typed.

Education

* Bachelor’s Degree with major in Economics, Political Science and Public Administration from University of Osmania, India 1989

Certificates

* Certificate in Customer Focused Quality
* Certificate in Intro to Insurance
* Certificate in General Insurance (INS21, 22, 23)
* Insurance License in Property and Casualty