

PRITHWISH MUKHERJEE MBA, CSM

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Thought leader and solution-driven professional with 20+ years of experience designing and delivering impactful solutions and products across financial services and insurance verticals. Ability to drive business transformation with a focus on accelerating product adoption. Strong knowledge of current industry trends, including financial services and insurance operations systems. Excellent technical and business acumen to engage C-level leadership and decision-makers. Significant experience communicating and translating solution/product value, vision, and strategy to stakeholders. Ability to quickly learn and apply emerging technologies, methodologies, and solutions.

AREAS OF EXPERTISE

Digital Transformation | Product Development | Solution Architecture | Cloud Computing | Software Development Life Cycle (SDLC) | Testing | Strategic Planning | Business Development | Process Improvements | Project Management | System Design | Data Acquisition & Management | Release Management | Sales | Customer Relationship Management | Staff Development |

PROFESSIONAL EXPERIENCE

Verisk / FAST – Iselin, NJ

2021 – Current

Client Strategic Advisor (2021 – Current)

Initiate, develop and manage strong relationships with senior client leadership. Define, plan, and execute the client's strategic vision by creating a performance-based strategy. Driving cross-sales and increased use of the platform services by working with diverse teams to increase adoption rates. Expand individual L&A-focused platform to accommodate group and employee benefits.

Key Accomplishments:

- Successfully engaged with the C-level leadership to create a 3-year strategic roadmap for the clients resulting in a double-digit increase in revenue YoY with an average of over \$2 Million annual recurring revenue.
- Drove innovation within the FAST platform to transform it from an individual life and annuity platform to accommodate employee and group benefits, paving the entry into a new highly profitable group Insurance marketplace.
- Designed and created the group and member intake functionality to implement PRT and Structured Settlement (SS) projects catering to a newly emerging market segment for tier 1 insurers.

Vitech Systems Group – New York, NY

2015 – 2021

Associate Director (2020 – 2021)

Led cross-functional teams to implement a health and voluntary benefits system from inception to launch by leveraging existing functionality, lean implementation, and effective team management strategies to complete projects on time and within budget.

Key Accomplishments:

- Leveraged industry knowledge and hands-on financial services experience to implement the first cloud-based Minimal Viable Product (MVP) on a \$6M fixed-cost model for an employee benefits insurance company reducing the voluntary product launch cycle by 40%.
- Led communication with client teams, including providing structured walkthroughs for functional and regression testing to shorten the PAS implementation time to 9 months.
- Partnered with QA to review, authorize, and monitor test case execution to establish and ensure the product and processes were aligned with customer specifications, industry standards, and best practices.

Sr Solutions Manager (2015 – 2020)

Collaborated with product management and client account teams to develop and provide thought leadership on the new group insurance policy admin platform functionality, applicability, and usability. Designed insurance solutions aligned with industry standards, analyst recommendations, and project requirements. Led product initiatives to implement new functionality and features within the application.

Key Accomplishments:

- Conducted product and product feature demonstrations for the policy admin platform resulting in a 70% sales success rate for top-tier insurance companies.
- Directed UAT/SIT, coordinated load and performance testing, created and ensured the implementation of system enhancements to increase user efficiency.
- Restarted a dormant project by rescoping changes, establishing new timelines, and successfully delivering the project to production, resulting in a 3-year multi-million-dollar project.

- Led and mentored a solutions team of 8 to complete the entire project lifecycle within established scope and schedules, including translating feature-level product requirements, creating user stories, and developing test cases.

FIS (SunGard) – Burlington, MA

2005 – 2015

Architect (2014 – 2015)

Led the initiative to integrate the Policy Admin System into existing financial management software for global and domestic clients as part of the Architecture and Development team. Supported and managed the entire Software Development Life Cycle (SDLC), including development, testing, review, and cost estimates.

Key Accomplishments:

- Worked with clients to gather and translate requirements into system solutions; ensured the requirements solved customer pain points/objectives and created a new digital transformation roadmap resulting in \$3M in annual recurring revenue.
- Developed and maintained software test plans, test cases, procedures, automated testing, and feature-level software requirements for review and approval.
- Managed business development efforts, including proposal development (RFP/RFI), client presentations, and Best Practices documentation widely accepted as a company standard.

Product Manager (2012 – 2014)

Oversaw the creation of new accelerated insurance products using Agile methodologies. Migrated clients from a legacy platform to a cloud-based Life Policy admin solution; facilitated user interface (UI) changes, including creating a new employer and broker portal.

Key Accomplishments:

- Coordinated new product launch within the Worksite/Voluntary benefits marketplace, including AMS/IMS and PaaS options.
- Developed product roadmap, built business cases, evaluated priorities, and created new products to be presented to company leadership for development approval based on business value.

Professional Services Consultant (2007 – 2012)

Served as a consultant in the Professional Services team to further develop, test, and implement the policy admin system for clients within the insurance and financial industries, supporting a broad range of investment vehicles, insurance, and healthcare solutions.

Key Accomplishments:

- Advised and coached client teams on business requirement development to achieve short- and long-term business objectives while successfully implementing three Policy Admin Systems to production for clients in US and Canada.

Business Analyst (2005 – 2007)

Northeast Retirement Services, Inc. – Woburn, MA

2001 – 2005

Business Systems Analyst (2004 – 2005)

IT Analyst & Developer (2001 – 2004)

EDUCATION

Graduate Certificate – Information Resource Management 2003
Northeastern University - Boston, MA

Master of Business Administration (MBA) 2002
Northeastern University - Boston, MA

CERTIFICATION

ALMI/LOMA 2019

Certified Scrum Master/Scrum Alliance 2014