

# ABDULLAH MUJAWAR, CSPO®

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## EDUCATION

**STEVENS INSTITUTE OF TECHNOLOGY**  
*Master of Science in Computer Science*

**New Jersey, USA**  
*August 2021 - May 2023*

**VISVESVARAYA TECHNOLOGICAL UNIVERSITY**  
*Bachelor of Engineering in Computer Science*

**India**  
*August 2014 - July 2018*

## WORK EXPERIENCE

### NEW YORK LIFE INSURANCE COMPANY

**Jersey City, NJ, USA**  
**January 2023 – December 2023**

#### *Business Analyst*

- Spearheading the optimization of the DMS data pipeline with Kafka, introducing a feature that allows for the simultaneous acceptance of three files. This initiative resulted in a remarkable 25% reduction in underwriting decision time
- Orchestrating the execution of a secure Asset Management Strategy, which involved integrating external digital assets into NYL Digital Asset Management (Adobe DAM) yielded a substantial 20% enhancement in NYL.com capabilities
- Taking charge of the design and implementation of a robust AWS Glue data pipeline, enabled the seamless daily transfer of 100,000 records between the New Policy Admin System and three downstream systems, showcasing effective data management practices
- Leveraging analytical skills to create interactive dashboards in Power BI and utilizing M queries for Extract, Transform, and Load (ETL) processes, facilitating faster and more informed decision-making at the executive level
- Created a robust risk management framework to identify, assess, and mitigate potential risks, decreasing overall risk exposure by 40%
- Contributed to R&D of a proposed feature on the IAM platform, optimizing the process by seamlessly updating alerts and issues identified by the security team to the JIRA board, resulting in a notable 30% decrease in issue resolution
- Managed end-to-end product development for a feature responsible for updating rider information in the MYNYL portal, enhancing the user experience for policy holders seeking access to policy-related details

### NTT LTD.

**Bangalore, India**  
**November 2018 – August 2021**

#### *Business Analyst*

- Conducted dynamic ad hoc analysis in Excel to monitor key operational KPIs, and implemented efficient automation through VBA, resulting in decreased data loading and management time by 10% to 12%, and significantly optimized operational processes
- Developed custom reports and dashboards using Power BI to visualize data and facilitate multiple decision-making projects
- Built a data-driven customer segmentation initiative that resulted in a 15% increase in customer engagement and a 10% boost in upsell opportunities
- Led the creation of a strategic Renewal Propensity Model through close collaboration with product and contract design teams, effectively predicting and optimizing customer renewal likelihood, leading to an impressive 40% increase in contract renewals.
- Performed A/B testing to assess the impact of changes and optimizations, leading to data-driven recommendations for sales and marketing team
- Developed a comprehensive reporting system using SQL and Power BI to provide real-time business insights, resulting in a 20% increase in operational efficiency
- Developed an Adobe Analytics dashboard designed for real-time monitoring of leads, providing comprehensive insights and analytics to enhance lead management strategies, helped marketing team gather 35% growth in the leads
- Implemented advanced marketing campaign analytics, leveraging data-driven insights to optimize strategies and maximize campaign effectiveness leading to 6% gain in ROI's

## SKILLS

Analytical thinking and problem solving, data modeling and interpretation, business process modeling, requirements gathering and documentation, technical writing, stakeholder analysis and management, communication and presentation skills, project management, understanding of IT and software development, knowledge of business structure, strategic thinking, facilitation skills, negotiation and persuasion skills, critical thinking, time management, teamwork and collaboration, adaptability and flexibility, knowledge of specific industries or markets, proficiency in relevant software tools like SQL, Excel, Power BI, risk management

## CERTIFICATIONS

- Certified Scrum Product Owner® (CSPO®)