SANJEEV SHARMA

SENIOR BUSINESS ANALYST | PRODUCT MANAGEMENT | DELIVERY LEADERSHIP

Conversational & Voice AI • Generative & Agentic AI • Digital Customer Experience

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PROFESSIONAL PROFILE

Certified Scrum Product Owner® (Scrum Alliance) and ICAgile-certified in Product Management, with 20+ years of experience across insurance and technology. I have worked across Voice AI, generative and agentic AI, and digital transformation — including helping deliver a live customer Voice AI experience for CCT, designing Copilot Studio agents, and creating an award-nominated AI discovery approach. I combine strong product and delivery experience with a practical understanding of how AI can improve customer and employee experiences, and I am now looking to bring these strengths to Business Analysis, Product Management and Technology/Delivery Leadership roles.

CORE SKILLS

AI & Product: Conversational & Voice AI, chatbot / agent design	**Delivery & Agile:** Advanced Agile / Scrum, backlog prioritisation
Generative AI: Copilot Studio, OpenAI integration, GenAI discovery	**Tooling:** JIRA, Confluence, Miro, Figma, MS Project
Product Craft: Vision & roadmap, MVP definition, requirements	**Testing:** Functional, Regression, UAT, PVT, release activities
Customer: CX advocacy, self-service, insights & optimisation	**Governance:** Risk & compliance, stakeholder leadership

CERTIFICATIONS & EDUCATION

Certified Scrum Product Owner® (CSPO): Scrum Alliance	**Certified Scrum Master® (CSM):** Scrum Alliance
ICAgile Product Management: Suncorp-sponsored	**Bachelor of Engineering:** Electronics & Communications, Jammu University
Diploma of Financial Services: ASIC RG146 (Tier 1)	**LOMA Level 1:** ANZIIF & LOMA

SELECTED AI & DIGITAL ACHIEVEMENTS

Voice AI claims lodgement (CCT, Suncorp): Contributed to the design and delivery of a customer-facing Voice AI assistant — Phase 1 now live — enabling consumers to self-serve pre-claim lodgement through natural conversation.	**AI discovery workflow (IIBA nominee):** Created a GenAI-powered discovery workflow tied to the Initiative Canvas that uplifts requirements-writing and discovery productivity, nominated by the Suncorp Analysis Chapter for IIBA Innovation of the Year 2026.
Copilot Studio agents: Designed AI policy and personal-productivity agents using conversational-design thinking, partnering with Security & Risk to assess and manage AI feature risk.	**XPANDYourGrades (GenAI product):** Independently built an OpenAI-powered web app that generates and reviews practice exams for students — end-to-end product ownership from concept to launch.
Westpac – Buy Now Pay Later: Led design and delivery of BNPL and youth mobile-banking features; contributed to Westpac being ranked #1 mobile app in Australia (Gartner review).	**Zurich – quoting portal:** Reduced operations systems from six to one and cut policy-change turnaround from 3–4 days to under 15 minutes.

THOUGHT LEADERSHIP & RECOGNITION

- **IIBA Innovation of the Year 2026 – nominee:** Nominated by the Suncorp Analysis Chapter as a sole nomination for 2026 for developing a GenAI-powered discovery workflow.
- **Guest lecturer (on behalf of Suncorp):** Delivered guest lectures at **Queensland University of Technology (QUT)** and **Torrens University** on AI, product and business analysis practice.
- **Executive engagement:** worked at EM and EGM stakeholder level on Copilot adoption strategy and enterprise AI use cases.

PROFESSIONAL EXPERIENCE

Senior Business Analyst / AI Product *Suncorp* **Jun 2024 – Present**

Claims & Customer Service Transformation (CCT) · AI Enablement · Digital Insurer

- Contributed to a **live consumer Voice AI assistant** for pre-claim lodgement — conversational design, requirements and testing across the delivery lifecycle.
- Designed **Copilot Studio policy and productivity agents**, partnering with Security & Risk to assess and manage AI feature risk.
- Built an **award-nominated AI discovery workflow** (IIBA Innovation of the Year 2026), embedding GenAI into BA and discovery practice via the Initiative Canvas.
- Partnered with **EM and EGM executive stakeholders** to shape Copilot adoption strategy and prioritise high-value enterprise use cases.
- Enabled enterprise AI adoption (Copilot, Miro AI, Canva AI) with Microsoft, running risk analysis on new capabilities.
- On the Digital Insurer programme, defined high-level requirements for Strata policy data, aligning to data architecture and strategic objectives.

Product Owner/BA *WTW (Contract)* **Jan 2024 – Jun 2024**

- Led a cross-continental UK–Australia team mapping data flow between CRM and broking platforms for a client-portal migration.
- Developed integration specifications and future-state roadmap recommendations, aligning transition strategy to business objectives.

Lead BA / Product Owner – PartPay (BNPL) *Westpac (Contract)* **Jul 2022 – Jul 2023**

- Led design and delivery of Buy Now Pay Later and youth mobile-banking features, improving customer engagement and satisfaction.
- Defined MVPs and user journeys with cross-functional teams; communicated product vision to executive leadership.
- Led the Gartner review of mobile apps, identifying features that established Westpac as Australia's top mobile app.

Product Owner – Operations Uplift & Data Migration *Zurich Financial Services (Contract)* **Jan 2019 – Jul 2022**

- Owned the roadmap for an operations customer portal supporting the OnePath Life acquisition from ANZ.
- Reduced operations systems from six to one and cut policy-change turnaround from 3–4 days to under 15 minutes.
- Implemented a rules engine centralising pricing and product rules, and enabled adviser self-service.

Scrum Master / Stream Lead / Lead BA *CommInsure (CBA) ANZ* **May 2016 – Jan 2019**

- Led delivery on Program Edison and Successor Fund Transfer, managing cross-functional teams of up to 12 across DXC and IBM.
- Owned vendor engagement, SOW/estimates, functional sign-offs and risk mitigation across 10+ integrated life & super systems.

EARLIER CAREER

Lead Consultant / Technology & Integration Lead across major insurance data-migration and policy-administration programs for **Allianz, AIA Malaysia, Suncorp, CBA, DXC, NIIT and Tech Mahindra** (2004–2016). Delivered PAS migrations (Life400, Solar, Asteron), data-warehouse integrations and system-impact analysis, leading inter-continental technical teams across India and Australia.