

Aashish Arora

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PROFILE SUMMARY

- Experienced **Business Analyst** with over **8.6+ years** of proven skills in requirement gathering, interacting with developers/testers, documenting various business processes, coordinating various projects and brainstorming across teams for new functionalities.
- Understanding the product's current and evolving business goals and translate them into a **scalable product**.
- **Analysing the requirements** and **prioritize** them according to business needs along with creation of the **system architecture** documents and updating them regularly.
- Carrying a very strong US health Insurance domain knowledge of **Payer side processing**.
- Requirements workshop owner, facilitating conducting **Joint Application Development (JAD)** sessions among user community, stake holders and technical management, creating project plans and schedules and managing changes.
- Creation of **UAT cases**, followed by production verification, post production testing and support
- Experienced **Agile** methodology (SCRUM and Kanban)
- Experience in end to end project delivery - from Project Estimations to Production.
- A keen communicator with interpersonal, analytical and problem solving skills with good stakeholder management.

ORGANIZATIONAL EXPERIENCE

Organization: Home Credit

Period: Jun'23-Present

Environment: Confluence, Jira, Hybris

Role: Program Management

Responsibilities:

- Prioritizing the Business Requirements.

Organization: Nagarro

Project Title: ELAB2.0

Period: Nov'21-Jun'23

Environment: Confluence, Jira, Hybris

Role: Business Analyst

Responsibilities:

- Analyzing the new requirements.
- Creation of a confluence page for e-commerce website.
- Creation of JIRA user stories.
- Creation of the use cases and updating the documentation like user guide for the clients.
- Handling End to end delivery of project i.e. from requirement gathering to production.
- Handling stakeholders and bringing them to a conclusion.

Organization: Hatch Associates

Project Title: Document Management 2.0/Hatch Management Interface

Period: Jun'19-Oct'21

Environment: MS Office, Product Backlog, VSTS

Role: Solution Analyst

Responsibilities:

- Creation of a Product Road Map for product.
- Creation and grooming of user stories along with maintaining product backlog.
- Prioritizing the user stories with the help of stakeholders.
- Hosting scrum ceremonies: Scrum Planning session, Daily Stand – Up, Sprint Demo and Sprint Retrospective.
- Giving the training to the new clients of the product.
- Creation of the user guide for the client.
- End to End delivery i.e., from idea initiation to go-live.
- Track and Maintain stakeholder requested enhancements and changes using the Requirement traceability Matrix (RTM).
- Feasibility study and Cost benefit analysis of various project/process improvement ideas.

Organization: Optum Global Solutions

Project Title: UHCG

Period: Apr'17- May'19.

Environment: MS Office, Visio, Project Plan, Project Scope, Use Cases, Sequence Diagrams, Production Plan, Cost Benefit Analysis, SWOT Analysis.

Role: Business Analyst

Responsibilities:

- Creation of user stories, creation of standard set of documents for on boarding various clients on EDI.

- Developed Flowchart and process diagram using Microsoft Visio.
- Perform GAP analysis of business rules, business and system flows.
- Assist in process modelling; conduct and participate in JAD sessions with system users; help with design walkthroughs with stakeholders for base lining architecture.
- Track and Maintain stakeholder requested enhancements and changes using the Requirement traceability Matrix (RTM).
- Participated in the planning, development, coordination and presentation of specific testing needs as appropriate to the quality assurance needs of the end user.

Organization: Optum Global Solutions

Project Title: Healthcare Practices

Period: Oct'16- April'17

Environment: MS Office, Visio, Project Plan, Project Scope, Use Cases, Sequence Diagrams, Production Plan, Cost Benefit Analysis, SWOT Analysis

Role: Business Analyst

Responsibilities:

- Solutioning and exploring the possibilities of the automation and process improvements across several departments/teams.
- Performing secondary research and evaluating business impact/trends for various matters like MITA (Medicaid Information Technology Architecture), Indian Healthcare Start-ups etc.
- Feasibility study and Cost benefit analysis of various project/process improvement ideas.
- Participate in RFP for various upcoming projects for the functional solution proposal
- Created wireframes for the web-portals and mobile applications for their re-designing to improve their performance

Organization: United Health Group

Project Title: Claims Highway

Period: Sep'14-Sep'16.

Environment: MS Office, Visio, SQL, Requirement Traceability Matrix (RTM), Project Plan, Project Scope, Use Cases, Sequence Diagrams, Production Plan, Business Requirements Document

Role: System Analyst

Responsibilities:

- Understanding business logic and designing requirements, and generating Solution Summary Document (SSD), System Requirement Inventory (SRI), Design System Specifications (DSS) and communication with the developers and testers
- Implementing the SDLC for the developing life cycle and following the standards process in the application
- Providing end to end support to various integration and regression test teams.
- Analysing business challenges, identifying business problem, evaluating impact, and proposing solution.
- Creation of Budgetary Guidance Estimates for estimating work efforts for various impacted applications.
- Creation of presentation and Visio flow diagrams for projects undertaken.
- Working on Creating the Project management report (PMR) and responsible for submitting the weekly project status report (PSR) for the team to higher management.
- Create, maintain and prioritize Product Backlog according to business value.

Organization: United Health Group

Project Title: Claims Highway (Payer)

Period: Oct'11-Jul'12

Role: Associate Software Developer

Responsibilities:

- To identify & analyse requirement from Detailed Design Specification
- Responsible for Coding, Unit testing, Delivery & Maintenance of the project
- Responsible for creating and maintaining all documentation of the project assigned, which includes Technical Specification, Unit Test Plans, Code Review Documents, Requirement Traceability Matrix etc.
- Proficiency in Mainframe aspects like JCL, COBOL and DB2.

SUMMER INTERNSHIP

Organization: Ing Vysya Bank

Project Title: SWOT Analysis Marketing Strategies of the Bank in Rural Punjab.

Period: May'13-Jul'13

Role: Intern

Responsibilities:

- To Study the strength, weakness, opportunity and threats of ING Vysya bank in rural sector
- To study the competitive market of the banks in the rural sector
- To study the strategies for acquiring of new customers and retention strategies.

PROJECTS UNDERTAKEN

Academic Projects in UBS

- Consumer Attitude towards Online Shopping: A Case Study in Tricity. - To study the relationship between conveniences, time-saving, website design, security and consumer attitude towards online shopping.
- Analysing customer satisfaction for telecom service provider- We analysed the customer satisfaction for the different factors like connection, value added services, network, portability, connectivity etc.
- A Study to analyse the competition scenario and to analyse and suggest customer acquisition and retention strategies for Naaptol Online Shopping Private Limited.

CERTIFICATIONS

- RSA-2
- AHM-250(AHIP)
- PSPO(Scrum.org)

ACADEMIC DETAILS

- MBA (Marketing and Finance) from UBS, Chandigarh (PU) in 2014
- B.Tech (Computer Science) from BMIET, Sonipat (MDU) in 2011.

EXTRA CURRICULAR ACTIVITIES

- Executive Member of 'MILAAP 2016' an Organizational Annual Meet at UHG.
- Executive Member of Livewell (Health app of Optum) and U-Care (CSR of Optum).
- Organized various events at portfolio level across different locations in UHG.
- Coordinator of Hospitality Cell of UBS.
- Executive Member of Alumni Cell and Business Cell of UBS
- Executive Member of corporate presentation team of Placement Cell UBS

PERSONAL DETAILS

Date of Birth: 30-09-1989
Languages Known: Hindi, English
Mailing Address: #527 Sector-14, Sonipat, Haryana-131001.