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Professional Summary

- A highly **Competent, Focused, Result Oriented & Certified Business Analyst** and **Project Coordinator** with strong written and verbal communication skills and possess a strong ability to function with both technical and non-technical resources. Also, having extensive experience in functional testing across domain and involving clients across globe
- An accomplished and qualified, Engineering and Master of Business, IT professional with **Over 10+ years** of experience across **diversified domain** and technologies
- **6+ years** of experience is in **Health Care industry, Finance industry,** and **Insurance industry** as **Business Analyst, Quality Analyst,** and **Project Coordinator**
- Extensive experience in **Business Analysis**, **Requirements Management**, and **Document Processing**
- Ability to interact with SMEs and experienced in conducting **walkthroughs, interviews,** Joint Requirements Planning **(JRP)** and Joint Application Development **(JAD)** sessions
- Extensive experience in developing Business Requirement Documents **(BRD)**, Software Requirements Specification **(SRS), Use Case Specification,** and Requirements Traceability Matrix **(RTM)**
- Identified testing **dependencies** and **risks**, ensuring that they were effectively managed and mitigated
- Performed **Feasibility Analysis, Impact Analysis, Cost/Benefit Analysis, Gap Analysis,** and **Risk Analysis**
- Recommend **time lines**, roles and responsibilities appropriate to the application(s)/ project(s) assigned
- Proficient in preparing UML diagrams: **Use Case Diagrams**, **Activity Diagrams**, and **Data Flow Diagrams**
- Worked closely with project management team as a part of **project coordination** initiatives
- **Assisted Project Manager** in coordinating day to day activities
- Ability to use MS Project for **scheduling**, **task delegation** and **status tracking**
- Extensive experience working in all stages of System Development Life Cycle **(SDLC)**
- Liaised with clients, project managers, vendors and/or peers to **arrange test lab**(s)
- Developed QA documentations (**Test Plan, Test Scenarios, Test Cases,** and **Traceability Matrices)**
- Coordinated for the test environments, **defect analysis** throughout test cycle
- Planned, executed and accomplished **UAT** and application **deployment**
- Extensive exposure on FACETS in **Enrollment** and **Claims Sub areas**
- Good Knowledge of **HIPAA EDI** - **834**, **835**, & **837** transactions, and Source to Target Mapping
- Exposure to FACETS' **Member/Subscriber, Plan/Product** and **Benefit/ Claims** data model
- Excellent knowledge of various SDLC methodologies; **Waterfall**, and **Agile / Scrum**

Education

- Master of Business Administration (Major: Project Management and Finance), UDM, MI (2013)
- Electrical and Electronics Engineering - University of Madras, India (2000)
- Diploma in Networking Technology, India (2000)

Technical Skills

- Management Tools   JIRA, HP ALM (Quality Center), Rational DOORS, and SharePoint
- SDLC Techniques   Waterfall, Agile, Scrum, and Iterative methods
- HealthCare Technologies Facets 4.31, EDI 837, 835, 834 transactions
- Microsoft Tool   MS-Visio, MS-Project, and MS-office
- Standards   ITIL and PMI
- Database   SQL 2012, RDBMS – Oracle 10g/12c

Certifications

- ITIL Foundation Level
- Microsoft Certified System Engineer (MCSE)
- Cisco Certified Network Associate (CCNA)

Professional Experiences

UBS Financial Services, Troy, MI   Oct'16 – Present
Sr. Business Analyst/Project Coordinator
Project: Risk management application used to assess market risk involved in performing any primary and secondary market transactions including buying and selling of stocks, bonds and other financial instruments. The risk management application had various modules including market analysis through Bloomberg feed, past and future trend analysis, graphs, Identify Liquidity Risks, Counterparty Risk, Market Risk, and Credit Risk associated with capital market instruments. The project also involved a data warehouse initiative wherein the data elements in source databases of multiple applications were loaded into data warehouse.

Responsibilities:
- Facilitated JAD sessions, brain storming sessions with the Business and the Technology teams
- Designed and coauthored Business Requirement Documents (BRD), Functional Specifications Documents and Technical maps for Bloomberg terminal
- Had responsibilities for translating BRD into functional specifications and test plans
- Recognized all market risk categories: credit, liquidity, operational, compliance, reputational and Counterparty
- Prepared Graphical depictions of Narrative Use Cases, and created UML Models such as Data Model, Use Case Diagrams, and Flow Diagrams using MS – Visio
- Closely worked with Project Manager in assessment of logical sequence of activities
- Participated in estimation of resource activity and estimation of activity duration
- Assisted PM in scheduling project in MS-Project, and risk management with uncertainty in the schedule
- Involved in Business Meetings to discuss requirement, design, and planning on different levels of Testing
- Assisted in preparing stakeholder register and controlling stakeholder engagement
- Documented the Requirement Traceability Matrix (RTM) and analyzed test data
- Used SharePoint to store the documents and review the documents with different user groups
- Administered development and test environment for ongoing system modification
- Assisted in Test Plans for UAT testing and authored User Training Documentation

Environment: MS Project Plan, MS Office, VB, HTML, JavaScript, MS Visio, SQL, and HP ALM

Coast Healthcare, Los Angeles, CA   Apr'15 - Oct'16
Sr. Business Quality Analyst
Project: Coast Healthcare developed a software suite to equip partners and providers with the tools they needed to care effectively and efficiently for their members. The ultimate purpose of this software was to improve quality of care, reduce cost of care, identify problems and automate the preventive care planning, and enhance the experience of the members. Some of its main modules were: Disease Management (DM), Case Management (CM), Utilization Management (UM), population health management, and Medication Therapy Management (MTM). Also, the Reporting Tool was used to query, print, list the patient-care information, and display tracking reports.

Responsibilities:
- Organized workshops with Subject Matter Experts to obtain domain level information
- Developed a vision plan that define the primary goals and objectives of the project
- Identified actors and use cases to create use case diagrams to describe the behavior of the system
- Collected functional requirements from system users and prepared business requirement documents
- Created data, functional and quality requirements
- Supported to encounter business doubts all phases of both SDLC and STLC
- Involved in version control management for storage and distribution of documentation
- Prepared Timeline Charts, RTM, and DTM (Deliverables Traceability Matrix)
- Documented workflow of the application with various Screenshots
- Validated technical designs created by technical teams against functional specifications
- Reviewed system-testing results with the project and technical teams
- Provided support to the business during the User Acceptance Testing (UAT)
- Reviewed the UAT Results to identify defects and enhancement request from the Users

Environment: MS Project Plan, MS Office, VB, HTML, JavaScript, MS Visio, SQL, and HP ALM

Health Plus, New York, NY   Aug'14 – Apr '15
Sr. Business Analyst/Project Coordinator

Project: CSP project was an effort to integrate and consolidate the Medicaid business for UnitedHealth, which currently was spread across various platforms. All the current and new Medicaid business was being brought under one standard Facets platform

Responsibilities:
- Used different elicitation techniques to interact with business users and SMEs
- Translated business requirements into functional specifications: HIPAA transactions
- Analyzed trading partner specifications and created 834 transaction mapping guidelines
- Analyzed respective companion guides/sample data files, and referred 834 & 837 EDI implementation guides to understand incoming data elements, segments, and loop structure
- Assisted PM in project plan using MS Project and tracked the progress
- Coordinated work plans between project manager and client
- Acted as a liaison between Project Management and IT groups to create planning, and sizing
- Assisted PM in re-baseline the project plan to execute the approved changes
- Prepared test data to test various scenarios in creating groups, subscribers and dependents
- Used SQL queries to perform sample data and created reports
- Used Requirement Traceability Matrix to manage test cases and requirements relationship
- Participated in daily defect meetings and coordinate the User Acceptance Testing (UAT)
- Reviewed and logged critical defects in HP Quality center and communicate to the related teams

Environment: Facets 4.7, Sybase, HP – ALM, Oracle 11g, Project, MS Office - 2013, Rational Suite, SharePoint 2013.

Arch Insurance Group Inc, Jersey City, NJ   **Mar'13 – Jul'14**
Sr. Business Systems Analyst
Project: Arch Insurance offers a wide range of healthcare, property, casualty and specialty Insurance for business and professional firms. In a few Short years, Arch Insurance has made a real impact in the corporate Insurance arena, offering important capacity and equitable market pricing in various product lines. The Project involved with building intelligent and user-friendly web enabling healthcare claims processing to outcome the struggle with insurance claims processing. The aim of the project is to build a high efficient and productive environment by reducing the high error rate in claims processing and implementing HIPAA Compliance

Responsibilities:
- Conducted JAD sessions to gather and document new business requirements, process and specifications
- Managed functional requirements elucidation, and direct the design and development of process
- Participated in High Level Design reviews to find the solution approaches and plausible changes
- Prepared process flows diagrams for 837 transactions based on the new requirements
- Documented high level business data element mapping for enrollment and claim process
- Analyzed trading partner specifications and created EDI transaction mapping guidelines
- Coordinated different roles to have common understanding and accurate communication
- Broke down the requirements in to sub-processes in order to efficiently build the new system
- Accomplished experience through entire SDLC while using highly efficient Agile methodology
- Worked on the EDI 834, & 837 files and validated the functionality according to the new changes
- Co-coordinated UAT and validate the business requirements

Environment: Facets 4.31, SQL, MS Excel, Oracle, Sybase, SharePoint, and MS Visio, and Office.

Crozer-Keystone, Springfield, PA   **May'12 – Jan'13**
Sr. Business Analyst
Project: Electronic Medical Record Management System: A Physician Support System was built to capture the out patients clinical data using an Electronic Medical Record Management System. The purpose of this system was to have a Paperless Medical Record and instant retrieval of data by the doctors

Responsibilities:
- Interviewed SMEs and stakeholders and carefully recorded the requirements in a format that can be reviewed and understand by both business people and technical people
- Participated in functional requirement gathering and produced initial requirement data to create User Interface and Business Process Requirements
- Created, reviewed, and organized several diagrams: Interface Diagram, and Data Flow Diagram

- Worked as an interface between users and different teams involved in the application development for the better understanding of the business and IT processes
- Was jointly responsible for monitoring the progress of the development and QA team
- Assisted in creating UAT Approach, UAT Scenarios and UAT Test cases for the release
- Maintained all UAT test cases in the Quality Center
- Performed End-to-End test to validate all the business processes and its variations in the releases
- Created RTM with Business Requirements, System Test Cases and UAT Test Cases
- Prepared status report, charting out schedules, allocation and management of technical and human resources

Environment: Visual Studio 2010, MS SQL – 2008, Visio, HP ALM 11.0, loadrunner, MS Office – 2010.

NC Mutual Life Insurance, Durham, NC   **Mar'11 – Apr'12**
Business/Quality Analyst
Project: NC Mutual Life Insurance was developed a new Java based web app to manage online life insurance Quotes. This request process involved various screens, various product choice, and combination of static and dynamic data selection options. User has to full fill all the required data along with the combination options in the process of request.

Responsibilities:
- Participated in functional requirement discussions and identified functional issues during analysis phase
- Prepared test data, test scenario and test cases for SIT and UAT
- Had done testing for numerous changes from field changes to consolidation of screens
- Performed System, GUI, Integration, Functional and Regression Testing
- Created Test cases for Verification of the different Pages and objects, Object, GUI, Text and Bitmap.
- Verified the attributes and exception handling for graceful behavior of the pages
- Performed compatibility checking: Tested Web performance and security, Involved in testing the application against different browsers Netscape Navigator and Internet Explorer
- Validated each and every field that the application was processing with the data in the SQL database to make sure whether the application was pulling the correct data or not
- Created and executed various SQL queries for data and table structure changes
- Involved actively in creation of Regression Test Case suite and Build Acceptance Test Case suite
- logged the defects in QC ALM and participated in defect triage meeting

Environment: JAVA, J2EE, HTML, IIS7.5, MS SQL 2008, HP ALM, MS Office, Visio and Project.

Other IT related experience
JR Technologies, Southfield MI   **Mar'08 – Feb'11**
IT Operations In-Charge

Responsibilities:
- Analyzed Information system and current working model to optimize its functionalities
- Worked with stakeholders to develop the project plans, workflows, and procedures
- Developed "As - Is" and "To - Be" model to explain the current and proposed processes and functionalities
- Customers call waiting time was reduced by 7% and it led $100k+ additional revenue
- Attended the server faults, analyzed the faults through RCA and suggested appropriate technical solutions
- Used Microsoft backup tools to schedule backups on DC, ADC, SQL servers

Other information

Co-Authorship
- A research paper – RFID Adoption Trend in Healthcare Industry
- A journal article – Driving Factors behind the RFID Technology Adoption in Healthcare Industry

Honors and Awards
- Member of the International Honor Society in the Decision Sciences and Information Systems
- Member of the Global Jesuit Business Student Association Honor Society