KEVAL PATEL

To use my proven skills and abilities as a Business Analyst and reliable experience in the Healthcare sector to help make contributions in a team environment and ultimately support Health organizations achieve their project goals while at the same time enhancing my knowledge and improving on my foundational skills.

Professional Summary

8+ years of professional experience and 4 years as a **Business Analyst** involving several software application development projects in Healthcare Management

- Excellent writing skills in writing **Business Requirements Document for BI reports**, **Use Case specifications**, **Technical Specification, Functional specifications**, **and Systems design specifications**, **System requirements specifications.**
- Proficient in resolving **technical issues/challenges in business terms to the business users.**
- Facilitated weekly and monthly **business review meetings** to keep **SME's, Stakeholders, product managers,** executive staff and team members apprised of **goals, project status, resolving issues** and conflicts and preparing **product demonstrations**.
- Extensive experience in **Business Requirement gathering, Business Process flow, Business Process Modeling (BPM) and Reengineering (BPR)/ Business Change Management** with a keen awareness of developer needs and end-users and able to deal with clients efficiently.
- Created **Test Plans, Test Cases, Test Scenarios and Test Strategies to ensure Quality**
- Considerable knowledge in the analysis, design, and re-engineering of system applications and business processes, using structured system analysis methodologies, placement of business controls**, diagramming data and process mapping, applying Unified Modeling Language (UML),** and the implementation of performance measures.
- Experience in **process modeling** using **Use Cases**, **Activity Diagrams**, and Data Modeling.
- Extensive experience in MS office: **Word Processing, Excel Spreadsheet, MS PowerPoint, MS Access and MS Visio.**

IT Skills & Environments

Modeling Tools   : MS Visio

Requirement Mgmt. Tools   : MS Suite, Rational RequisitePro, DOORS, JIRA

Office Automation Tools   : MS Office 365 (MS Word, Power Point, Excel, Outlook, OneNote, Publisher)

Languages & Technologies: Java, C++, HTML, XTML, XML, JSON/REST API, SOAP, WebServices, SQL

Operating Systems   : Windows (95/98, NT, XP, 10), Android, iOS

Testing   : HP Quality Center, Test Director, QTP

Databases & Reporting   : SQL Server, DB2, Oracle, MS Access, Infomatica, Business Objects, Tableau

Other   : MS Project, MS Visio, MS SharePoint, FACETS, CVS-BPM, Salesforce   CRM, JIRA EPIC, CERNER-EHR

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3M HIS | CEDAR VALLEY, UT

DEC 2021 – FEB 2023

Business Analyst/IT Analyst

This project dealt with replacing a third-party healthcare interface engine with an in-house interface engine that needed to be repurposed to handle existing capabilities.

- Worked with a seven member agile scrum team in developing a new healthcare interface engine
- Studied previous BRDs, documentation, and requirements to quickly pickup in the middle of the software project and immediately create user stories points for scrum team to work with
- Worked with Product Owner (PO), Business SMEs, CRM SMEs, and other stakeholders to understand requirements and create data flow diagrams
- Completed a Gap Analysis between the existing and the new software product to ensure requirements were being met
- Organized and conducted backlog grooming sessions to score backlog items and prepare for spring planning
- Managed organized the product backlog regularly to ensure backlog items were scored, prioritized, and met the definition of ready as outlined by the scrum team
- Acted as the interim product owner and organized scrum meetings, brainstorming

sessions, and review meetings as needed
- Orchestrated daily standups, retro, and sprint planning meetings.
- Coordinated cross-functional teams together in order to fully understand requirements and meet project objectives and goals without any ambiguity.
- Decided on beta customers from sorting through entire existing customer database and running SQL queries based on specific criteria.
- Organized customers for migration from the existing product to the new interface software through a batch migration process
- Organized meetings with customer relation managers to determine viability of existing beta customers while also preparing presentations on benefits and capabilities of the new interface engine software.
- Assisted developers in provisioning AWS environments to prepare for cloud hosting net new customers.
- Participated in cross team Meta scrums and updated stakeholders through stakeholder meetings on product progression
- Involved in HL7 interface documentation and scoping meetings with clients
- Acted as liason between project team and stakeholders, management, and clients
- Procured internal and external client facing documentation on regulatory software updates.

MOLINA HEALTHCARE | LONGBEACH, CA   NOV
NOV 2019 – NOV 2021
Business Analyst

Molina was acquiring new Medicaid plans from more states (ex: New York state) to increase their market share in government subsidies health plans. This project is focusing on integrating the recently acquired systems in to Molina's existing systems. I was also involved in third party Pharmacy Benefits Mgr. (PBM) software and API integration process.

Molina Healthcare is a Fortune 500 company that contracts with state governments to help provide a wide range of healthcare service benefits through managed Medicare, Medicaid, and state insurance marketplaces in over 18 states. The project aimed at improving an **Electronics Claims Processing (ECP)** system to accept and process electronic claims coming from various providers (doctors and hospitals).

This project focused on integrating acquired plans in to Molina's existing systems. It also involved in third party PBM software and API integration process.

Responsibilities:

- Worked with the Product Manager, Product Owner (PO), business SMEs

(Medicaid/Medicare, CRM, Medical & Heath Records, etc.), and other business stakeholders to understand the functional requirements, data flows, integration issues, timelines, technology restrictions, etc. and gathered the functional and data requirements form SMEs.

- Assisted the PO to finalize and breakdown the EPICS to simple user stories that satisfy the INVEST categories, prioritize, define the acceptance criteria and organize the product backlog. Used JIRA.
- Study the previous state BRDs to get the maximum inputs in order to create User story points.
- Actively engaged in user story planning meetings/sessions to clear out all the confusions by making the team fully understand the user stories (business needs and functionalities).
- Worked with the PO and the scrum team to identify complex functionalities and further breakdown/split them to manageable user stories. Involved in product estimation and deciding the sprint backlogs with the scrum team.
- Assisted the scrum QAs to prepare the test cases for functional testing and UAT.
- Assisted the Scrum Master (SM) maintaining the Burn Down charts to monitor project/sprint progress.
- Assisted the SM to find solution for the issues raised in daily scrum and sprint planning meetings.
- Reviewed the current HIPAA compliance protocols and ANSI X12 EDI formats for integrations procedures for potential formatting issues to avoid interruptions during data transactions (XML format).
- Analyzed the hospital (UB 04) and clinical (CMS 1500) billing protocols for identified issues from the payer side.
- Worked with the MMIS/CMS SMEs on Medicaid/Medicare billing processes to government agencies, and analyzed the current billing, AR financial operations, creating related reports, etc. for suggested improvements.
- Worked with the data architects, DBAs, Developers and SMEs to discuss current issues on integration the state CMS and MMIS related functionalities, migrating existing members, claim data, new member enrollment, claim info, provider info, capitations, adjudication, settlement, etc.
- Worked with the CRM and Data Architects/DBAs to find solution to CRM integration and data problems and to identify and update the new data elements in the CRM systems to have faster claim handling.
- Worked with the underwriting SMEs to understand the EHR data retrieving issues and their usage for better underwriting.
- Analyzed the current EHR data retrieving process for integration and data feeding purposes with other applications and analysis. Team used AWS for cloud support.
- Worked with the Pharmacy Benefit Mgmt. (PBM) SMEs to discuss the functional requirements and assisted the DBAs and developers to set up web services
- Reviewed current process of migrating existing Electronics Medical Records (EMR) and Electronics Health Records (EMR) and analyzed the contents and formats to

extract specific data for different application and purposes.
- Analyzed the identified claim handling issues with user feedback and worked with the claim SMEs to find solutions for the issues. Reviewed the HIPAA privacy and security regulations to enhance the capabilities of the systems.
- Prepared many UML diagrams (use case, activity, sequence, etc.), data flow diagrams, and Business Process Models (BPM) for As-Is, To-Be and ad-hoc situations to when necessary to further understand the problems/solutions.
- Created wireframes/screen mock-ups/Prototypes for user experience (UX) and UI using Visio
- Involved in data analysis with data mapping, validation and cleansing/formatting on claim related data. Wrote SQL queries to communicate with databases
- **Managed requirements and wrote Use cases**
- Created test plans and scripts, facilitated user acceptance testing and tested strategies with developers and testers.
- Performed manual front-end testing to check all functionalities of different modules
- Used MS Project for various planning
- Develop user manuals, presentations and training manuals as per project specifications and timelines while excessively using MS Word, MS Excel, MS Power Point etc.

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WUXI APPTEC | PHILADELPHIA, PA   JUL 2017 – OCT 2019
Business Analyst and Data Analyst

WuXi AppTec is a global Chinese based pharmaceutical company with over 20 locations worldwide that provides end-to-end biologics services including discovery, development, testing, and manufacturing. WuXi helps to improve productivity of healthcare products through cost-effective, efficient, and sustainable solutions with industry leading capabilities such as R&D and manufacturing of small molecules drugs and cell and gene therapies.

This project involved improving and integrating their Lab Information Mgmt. System (LIMS) and Clinical Trial Image Mgmt. System (CTMS)/ Research Data Mgmt. with the focus on the US and international regulatory affairs for Case Report Forms, Adverse Events, Annual Reviews, Protocol design, GxP, etc.

Responsibilities:

- Actively participated in gathering the business requirements by interviewing the Subject matter experts (SMEs) and documented them in a format that could be

reviewed and understood by both business and technical teams

- Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, and OOD using UML
- Conducted Business Reviews, User Interviews, weekly/ Monthly meetings with Business Users, SME's
- Performed extensive research and successfully carried out GAP analysis for enhancing the web-portal
- Used Business Process Modelling Notation (BPMN) to create Business Process Diagrams which represent the activities of the business process and the flow controls to define the order in which the daily processes were performed
- Worked with the Product Manager/Product Owner (PO), SMEs, and other stakeholders to understand and finalized the user needs/functional requirements.
- Involved in breaking down the EPICS and developing/converting them to simple user stories, prioritizing them, defying the acceptance criteria, and creating the Product Backlog.
- Enter all the EPICS and the user stories in JIRA and followed up the user stories on JIRA through-out the project.
- Participated in sprint planning meetings and assisted the scrum team in understanding the functionalities of the user stories to accurately assign the agile points for estimation and decide the sprint backlogs.
- Assisted the Scrum Master (SM) on the scrum ceremonies/agile workshops/meetings, when necessary, to find immediate solutions for the impediments, and in maintaining the Burn Down charts.
- Worked with the business team that provided overall organization, implementation, validation, and maintenance of all cGMP Controlled Documentation via GxP (focusing data integrity, quality, and change management processes in a GxP regulated environment)
- Worked with the laboratory/R&D SMEs and DBAs to analyze the current LIMS/LIS administration process, sample registration, electronic lab notebook, and assay data registration systems for gaps and potential improvements.
- Developed and promoted best practices for scientific data analysis and storage in the LIS.
- Work with the SMEs and IT team to identify critical data and their sources for the FDA CFR-21 Part 11 computer validation regulatory compliance.
- Analyzed the current CRM issues and data inputs/elements and mapped the client requirements to salesforce CRM.
- Supported Production system (cloud based salesforce.com) and reported new bugs/issues, encountered by business users when system of records was reviewed and addressed. Coordinated the salesforce database patches implementation to address bugs and apply system upgrades.
- Also, involved in customer billing processes and further automation of the billing related processes.
- Under the waterfall approach, organized/facilitated many JAD sessions, jointly

prepared the Business Requirement Document (BRD) and Functional Specification Document (FRD/FSD), use case document, etc. Created the Req. Traceability Matrix (RTM) for testing purposes.

- Worked directly with software engineers to ensure clear communications on requirements and defect reports.
- Involved in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Testing before releasing the application. Developed test scenarios based on business requirements and technical specifications. Ensured that all the artifacts are in compliance with corporate IT Policies and guidelines.
- Implemented best practices, facilitated meetings between business users and third-party application vendors.
- Provided support in data governance and authorization. Involved in ETL Processes, Data migrations and Data Warehouse modifications based on the new requirements. Wrote many SQL queries.

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MVP HEALTHCARE | ALBANY, NY   JAN 2015 – JUN 2017
Business Analyst and Project Coordinator

MVP Health Care is a nationally-recognized, not-for-profit health plan with over 700,000 members across New York and Vermont aimed to offering fully insured employer health benefits plans and providing administrative services to third party administrations.

The project objective was to incorporate their HMO/POS and PPO provider networks claim submission portals to their main claim handling platform with better APIs in order to solve current technological issues between providers and the client. The old EHR databases were also migrated/integrated to new EHR system to support entire heath mgmt. and claim submitting process.

Responsibilities:

- Worked with Project manager to identify best approach for gathering requirements
- Performed Reviews and Audits for various processes
- Gathered Business Requirements, created Functional Requirements Document (FRD) and analyzed data/workflows, defined the scope, progressed from Problem Statement to well-documented designs. Prepared user guidelines for easy access of the application.
- Analyzed the PPO, HMO, POS integration issues and claim submission protocols, claim data, Electronic Medical Records (EMR), etc. to capture all the data elements.
- Performed test data analysis and ensure data requirements are met prior to start of various testing phase
- Worked with DBAs and helped with defining the data models of the data schemas in the data warehouse. Involved in preparing the test cases using Test

Director/Quality Center. Maintained Traceability Matrix (RTM). Participated in the planning of the UAT and resolved issues related to requirements during system testing and UAT.

- Analyzed the Medicaid and Medicare data and performed source-to-target mapping.
- Created GUI wireframes/screen mock-ups/Prototypes for the suggested screen layouts.
- Heavily involved in Data Analysis in Claim Operations. Performed Data Mining, Data Validation, Data Cleaning, Data Mapping, etc. Wrote SQL queries to communicate with databases
- Analyzed existing EHR related business operations/processes such as patient compliance in taking medication, managing formularies, specialty services, managing the network, etc. for gaps and data needs.
- Analyzed the Medicaid information feeds and relevant data elements.
- Worked on ICD 10, CPT codes and EDI transactions: 270, 271, 834, 835, and 837 to identify key data set (XML format) elements for designated record set Interacted with Claims, Payments, and Enrollment.
- Reviewed the current Institutional/hospital and individual/clinical provider billing formats and related protocols to address the user feedback and documented the suggestions.
- Worked with the CVS PBM SMEs to identify the functional requirements implement CVS PBM in order to work with the TPAs
- Reviewed the suggested PBM functionalities on Medicare Part D plans, Prescription drugs programs, and self-insured employer plans for current issues and potential improvements.
- Assisted the Six Sigma team on statistical analysis for process improvements.
- Worked with PMO to develop RFPs for COTS products and evaluate/ review the RFP responses from vendors.
- Worked with the PMO to establish the project governance and best practices with the IT dept.

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EINSTEIN MEDICAL CENTER | PHILADELPHIA, PA   DEC 2014 – DEC 2015
IT Project Coordinator/Business Analyst

Albert Einstein Healthcare Network has been providing health services to the Philadelphia and surround communities for over 150 years offering advanced cardiac services, cancer care, orthopedic services, minimally invasive robotic surgery, nationally recognized rehabilitation centers, and top care emergency services with over 146,000 visits yearly.

This project was to update the existing systems to support MACRA program including EHR.

Responsibilities:

- Assisted the PM and the team to coordinate all the project related operations to smoothly flow without Assisted the PM to develop the Project Mgmt. Plan, Project Charter, Requirements Mgmt. Plan, etc.
- Helped the PMO to manage the project portfolio by balancing technology and other resources.
- any downtime. Working with the PM continuously monitored the project schedule/Gantt Charts, resources, identified risks, budget, etc. and assisted the PM to take appropriate action to rectify any issues before they continue.
- Maintained a strong communication network among the stakeholders, PM and the PMO.
- Reviewed the MACRA guidelines and worked with DBAs to modify the current data marts to support the Medicaid/ Medicare treatment process to support MACRA. Worked with many EDIs: 277, 834, 835, 837, etc.
- Jointly created the Business Requirements Document (BRD), Functional Req. Document (FRD), and use cases.
- Defined the use cases and created the use case document. Modeled the OOAD-UML Use Case, Class, Sequence, Activity Diagrams.
- Worked with the billing SMEs and CRM SMEs to understand the current billing, accounting/AR, and CRM upgrade issues and find immediate solutions to rectify the issues.
- Analyzed the MACRA compliance/procedures/protocols and the need for EHR/EMR files for their data sources.
- Liaison with the business community to define business requirements and analysed possible technical solutions.
- Involved in completing the Data Dictionary, Data Lineage and Data Flow diagrams for Meta data.

- Conducted walk through sessions for Business Requirement Document (BRD) and Use Cases to discuss certain issues with stake holders, Architectures and Design & development teams and also did GAP Analysis.

- Assisted QA Team in writing test cases, Data mapping, Data Cleansing, conversion spreadsheets, test plans and tested the final application to verify whether all the User Requirements were catered to by the application.

- Collaborated with the QA team to ensure adequate testing of software both before and after completion, maintained quality procedures, and ensured that appropriate

documentation is in place.

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EINSTEIN MEDICAL CENTER | ELKINS PARK, PA & EAST NORRITON, PA   JUN 2013 – NOV 2014
Medical Scribe

Responsibilities:

- Accompanied Cardiologists and Emergency Room physicians and successfully documented patient interview, physical exam findings, laboratory, and radiographic studies, discussion, and plan of care for review by Physician.
- Demonstrated the knowledge and skills necessary to document patient care in a legible and clear manner following all local, state, and federal guidelines for documentation.
- Demonstrated extensive knowledge of EMR/EHR software systems through documentation and manual input of diseases/disorders using ICD-10 codes for billing and medical charting purposes.
- Accurately interpreted medical reports and applied appropriate ICD-10 procedure codes, diagnosis codes, and patient information into billing software.
- Demonstrated an ability to maintain confidentiality and privacy in accordance with government HIPPA regulations.
- Communicated effectively in a professional and respectful manner to the supervising Physician, Ancillary staff, and Scribe staff.
- Became familiar with EKG reading interpretations and abbreviations, stress test, and echocardiogram results as well as relevant/important laboratory blood work results that needed to be addressed to patient.

Education

Bachelor's of Science in Biology | May 2013 | Temple University

GPA: 3.44

Academic Scholarship

Dean's List

Related Coursework:

Biology, Chemistry, Organic Chemistry, Biochemistry, Genetics, Evolutionary Genetics, Immunology, Cell Structure, Microbiology, Ecology, Physiology