**BUSINESS SYSTEMS ANALYST**

An experienced professional with strong knowledge of the medical and insurance, pharmacy, retail fields, including but not limited to customer service, claims processing, medical transcription and practice management. I have over six years of experience leading projects across multiple verticals. I have cultivated expertise in Agile Leadership and Project Management.

* Experience with HIPAA EDI Transactions 837, 835, 820, 824, 808, 1104, 276, 277, 278 code sets testing in Health Insurance.
* Experience with EDI HIPAA 4010 - 5010 Project to convert EDI X12 Healthcare HIPAA 4010 transactions into HIPAA 5010 Complaint transactions.
* Experience in analyzing requirements, design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and testing documents.
* Extensive experience in designing of Workflow Alerts and Actions, Workflow Approval, Profiles, Role based hierarchy, Sharing Rules, Validation Rules, Case Management, Custom Reports, Report Folders, Report Extractions to various formats, Dashboards, and Email generation according to application requirements.
* Knowledge of Oracle, SharePoint, Visio, IBM Rational Clear Case, Requisite Pro., UML/XML models.
* In depth 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 implementation of performance measures.
* Experience in system conversions (Mapping) such as HIPAA, ICD-9 codes to ICD-10 & PCS codes and claims processing.
* Strong knowledge of Word, Excel, VLOOKUP, Pivot table generation, Pivot Reporting and Flow Charts Monitored project execution/ change control/ release management.
* Experienced in Preparation of Test plans, Test Strategy Document, Test cases, developing and maintaining Test scripts, Analyzing bugs, Test Summary Report etc.
* Good knowledge on Patient Protection and Affordability Care Act (PPACA), Clinical, Health insurance Marketplaces, Medicare, Medicaid, (CMS) Medicaid Management Information system (MMIS).
* Experienced in preparing test data and validating data using SQL Queries.
* Helped the product owner in prioritizing the backlog items and helps the portfolio lead in accepting or rejecting the intake during the Demo

**Technical Skills:**

* Business Modelling Tools: MS Visio, MS PowerPoint, MS Project, MS Word, MS Excel, MS SharePoint
* EDI Transaction Sets: 270, 271, 276, 277, 278, 820, 824, 834, 835, 837, 997, 999
* HIPAA: 5010, 4010
* Programming Languages: C, Java
* Testing: Postman, Testing Unit, Regression, Functionality, Integration UAT, Win Runner,

Load Runner, Test Director, Quick Test Pro, PR Tracker, SOAP UI

* Analysis: As-is, To-be, GAP, Traceability and Impact
* Requirement Elicitation: JAD, JRP, stand-up meetings, workshops
* Documentation: BRD, FSD, UIS, SRS, RSD, UML, Activity & Sequence diagrams, Business Process
* Methodologies: RUP, Agile (Kanban, Scrum), Waterfall, SDLC
* Defect tracking: Mercury Quality center, HP Quality center/ ALM and Bugzilla
* Database: MY SQL, Oracle SQL developer, PL/SQL, CRM, CAD DB
* ETL: Pentaho, SSIS

# **Professional Experience**

**Client**

**Duration: Nov 2017 to Present**

**Role**

Engaged in building Enterprise API for digital channel, mobile, platforms. There were multiple ongoing. The project is aimed to send email/ text notification for the claim approved/ denied, approved authorization notification for the WGS, NASCO, ACES, Medicare, Medicaid members and collaborating with the third party (Salesforce Marketing cloud team) to offer notification for real-time healthcare transactions. To develop new PBM by collaborating with the CVS pharmacy for real time healthcare pharmacy transactions.

**Responsibilities:**

* Performed functional analysis of requirements and develop deep understanding of the customer intake requests and create epics with LOE details for the customer requirements & perform walkthrough of the detailed requirements to (multiple) Domain Product Management team
* Worked in Scaled Agile and Kanban methodology and ensure all works are tracked under the bi-weekly Sprint model.
* Responsible for programming on specific application subsets of the company's application portfolio, participating in all phases of the development and maintenance life cycle, typically for an assigned business unit or corporate department and utilizing various customer technology platforms
* Helped the product owner in prioritizing the backlog items and helps the portfolio lead in accepting or rejecting the intake during the Demo
* Represented the Solution Architecture in requirement walkthrough sessions with the Product team, domain team and with the consumers.
* Maintained active relationships with customers to determine business requirements, leads requirements gathering meetings and reviews designs with the business.
* Reviewed Epics with PO/Analysts during Pre-PI planning and review the customer Intakes in JIRA and Perform high level top-down and bottom-up analysis.
* Co-ordinated with the business, infrastructure for building the penetration infra structure for the Anthem anywhere mobile application.
* Estimated high level ROI and LOE for the new Business requirement/enhancements of the work.
* May get engaged with the customers in the case of issues or clarifications or requirements on niche areas.
* Assigned the intake with LOE details back to Portfolio Leads and will move forward to Delivery lead for Intake approval and execution in progress.
* Represented with Portfolio Lead in the Meta-Roadmap or Scrum-of-Scrum meetings and Engage the “Customers” for detailed requirement & perform impact analysis
* Represented the Portfolio Lead in requirement walkthrough sessions with the Scrum team and clarification sessions with the customers
* Collaborated with APIGEE teams to ensure the API endpoints are available in a timely manner for development team and are securely integrated within Anthem firewall.
* Have worked extensively with tools for REST based, SOAP based and MQ based testing like: Postman, SOAPUI, RFHUtil.
* Worked the with Agile methodology, and organization wide sprint period was for three weeks
* Worked on EDI X12 transactions like 837, 835- Explanation of benefits (EOB), 1104-Governemnet Business Division, 824-NASCO, and 808-WGS. Objective of the project is to send approved claims email/ text message/ push notification for 808, 824, 1104 claims transaction.
* Developed REST-based JSON/XML Web Services using .NET, ActionScript, SOAP, PHP, KML, and JavaScript.
* Experience in Salesforce Administration, operational analytics, project management, and quality assurance with an emphasis on process improvement.
* Experience in working with the Eclipse IDE with Salesforce plug-in environment for writing Business logic in Apex Programming Language and testing.
* As BA PM, I was responsible for end-to-end project delivery
* Worked with various teams on Setting new JIRA & Confluence instances for new teams. Created custom templates for use within Confluence
* Experience in working with Salesforce explorer for querying Salesforce database using SOQL &SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Developed and worked on different Salesforce environments such as production and sandbox by employing the Migration Tool and Eclipse.
* Responsible for programming on specific application subsets of the company's application portfolio, participating in all phases of the development and maintenance life cycle, typically for an assigned business unit or corporate department and utilizing various customer technology platforms
* Acted as a Subject Matter Expert around customer application and potentially be a cross domain and coordinated with the Portfolio lead in customer and SOA internal ceremonies
* Worked on Anthem registration data migration from CAD database to Mongo database for Anthem and also, worked on the migration of the Google members to the new consumer portal.
* Coordinates and manages on-call support and owns the system monitoring process.
* Leads multiple or large projects and facilitates large group JAD sessions for requirements, modeling in several disciplines and leads vendor evaluation and analysis.
* Created 837(P, I, D) claims, and maintained data mapping documents in reference to HIPAA transactions primarily 837(P, I, D), 835, 270/271, 276/277 and 278.
* Developed Swagger’s for mobile (Anthem Anywhere) two factor authentication process.
* Develops and defines application scope and objectives and supervises the preparation of technical and/or functional specifications from with programs will be written.

**Environment:** Apigee, Ignite, Swagger editor, Splunk, Postman, Soap UI-5.4.0, Oracle SQL developer3.2.0, Beyond compare4, Mongo DB, Studio 3T, Robo 3t, Jira, Confluence, Bit bucket, IBM Web sphere, ETL informatica, Eclipse, Maven, MS-Office, MS- Word, MS- power point, MS- Excel, Putty, Docker, Chrome, WinSCP 5.15.1, FileZilla 3.41.0, Visual Studio, Pulse Secure, One Note, SharePoint, FHIR, Service Now, UAT, CPT codes, Java script, ICD-10 codes, EDI, Cliffy, UML, CAD DB

**Med Impact Health Systems, San Diego, CA**

**Oct 2016 to Oct 2017**

**Business Systems Analyst**

The project I worked on is for the large group sales setup that deals with the enrollment for groups containing 51+ (Large Group - LG) employees. Analyzing various health care reforms and changes had a major effect on the project, which was a part of my responsibility. In Phase-II of the project, data is loaded into HUB from 4 different source systems hosted on AS400, DB2 and SQL Server. Data is loaded through Informatica ETL jobs.

**Responsibilities:**

* Developed HIPAA EDI Transmissions. Work includes complete business cycle management and hands-on production as well. Create EDI Testing process, documentation, and performance matrices.
* Involved extensively in TriZetto Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPAA 837 and proprietary format files and Reports development.
* Involver in the ID card improvement/ changes project. Gathered requirements from the business and designed BRD documents for the Health care ID card.
* Worked closely with business team, and identified, analyzed the core requirements and key features of the ongoing project. Extracted, discussed, and refined business requirements and developed comprehensive business requirement document (BRD).
* Developed business and detailed functional requirements related to changes to be made to the claim entry screens, including Practitioner, Crossover Practitioner, Dental and Hospital Claim Entry Screens.
* Formatting and creating various Standard operating procedures and Data flows (Using MS Visio) adaptable to the changes that came along Heath Care reforms.
* Create test case scenarios based on mapping documents for ETL migration. Review test cases with the development team as well as business users.
* Tested various ETL jobs to load data from Flat files, excel files, other source systems into the target system.
* Analyze medical and claim data from various EMR/EHR, PDS (Practical Data Solutions) and PMS (practice management software) systems.
* Responsible for the analysis and translation of business needs into business/technical requirements on Nasco system
* Developed Software Requirement Specification (SRS) document using Visio and MS Office.
* Worked to configure the following EDI transaction 277, 837I, P &D, 834.
* Designed and documented new EMR functionality and associated work/data flows.
* Working with HIPAA, EDI transaction sets 837, 835, 834, 820, 270, 271, 276, 277, 278, EMR and EHR.
* Adjudicated medical claims for correct pricing to administer payment to medical providers.
* Identified gaps between standard FACETS functions and client specific requirements to write requirements for FACETS extensions.
* Prepared and submitted 837 I/P files processed in Edifices to state reporting agencies.
* Worked in Edifices to process X12 files as per requirements in Edifices X-engine.
* Implemented Healthcare system including enterprise Electronic Medical Records (EMR) software.
* Worked in Facets online modules such as Billing, Provider, Claims and Membership modules.
* Ensure all the staff and the EMR are compliant to HIPAA regulatory and compliance requirements.
* Validated various applications with Memberships of Enrollment, Cancellation, Termination, Reinstatement etc. for commercial, Medical and Billing in Facets.
* Performed Gap Analysis and created test plans for clients for conversion from data collection to the EMR solution.
* Generated SQL scripts for data manipulation, validation and materialized views for remote instances.
* Created large datasets by combining individual datasets using various inner and outer joins in SAS/SQL and dataset sorting and merging techniques using SAS/Base.
* Designed and developed the Universe based on the business requirements.
* Extracted large volumes of data feed from different data sources, performed transformations and loaded the data into various Targets.
* Designed and created Data Quality baseline flow diagram, which includes error handing and test plan flow data.
* Worked with Data flow tasks like, Excel, OLEDB, and Lookup and installed custom tasks like Google Analytics Source and pulled data from the web into Data warehouse.
* Used SharePoint portal for technical documentation.
* Performed preprocessing of data by identifying correlation, data cleaning and manipulation.
* Designed Replica DB for promoting Database Marketing of Leads across Salesforce.
* Administered Salesforce CRM applications for Sales, Marketing and Support Departments.
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Entitlements and Milestones, and Live Agent.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud Call, Center, Chatter & App-exchange applications.
* Administered Salesforce CRM applications for Sales, Marketing and Support Departments.
* Involved in Scrum development process and prepared Sprint burn down chart, product catalog and sprint backlog contain Business Requirements and supporting documents that contain the essential business elements and definitions as well as the tasks to be completed.
* Execute SQL queries to verify that ETL transformations are done correctly according to the mapping document. Written and executed stored procedures to validate the data loaded in target system (oracle HUB) from all different sources.
* Validated the HIPAA/EDI transactions, tested the claims processing and Adjudication (EDI 837 & EDI 835).
* Gather requirements by conducting meetings and brainstorming sessions with end users and SME and document them using Requisite Pro - the documentation tool offered by Rational.
* Used MS Access, MS Excel (Pivot tables), and SQL for data analysis and data validation.
* Undertook back-end testing using SQL and wrote queries.

**Environment:** QTP 8.2,9.0, ETL Informatica, APM, Perfecto, VB Script, Edifices (transaction Management), CMS1500, Visual Basic, MS-Office, Windows XP/2000/NT, SDLC, Facets, SRS, Quick book, EDI, HIPPA, .NET, TSD, SQL, office 365

**Henry Ford Health System - Detroit, MI**

**Oct 2015 - Oct 2016**

**Business Analyst**

Pfizer is a leading research-based biopharmaceutical company. Their global portfolio includes medicines, vaccines as well as many of the world's best-known consumer health care products. Pfizer also collaborates with healthcare providers, governments and local communities to support and expand access to reliable, affordable healthcare around the world. The client had adopted Veeva, the SaaS based CRM solution for global life sciences industry, and rolling out the functionality to the end users in phased releases to enable its Sales Reps to improve their pitches to doctors, while complying with the law at the same time. The project aimed to provide service to the client during the build, release and maintenance phases.

**Responsibilities:**

* Interfaced with the IT division and business to address ongoing business needs.
* Prepared process flow documents capturing the defined SOP (Std Operating Procedures) for Application Outsourcing (AO) endeavors.
* Delivered project overview and status presentations during committee’s meetings.
* Worked with EDI team to assure the collection and transfer of accurate data in order to report PQRS data.
* Worked as PM for legacy systems migrations to a new application which involved managing task, timelines and deliverables
* Lead daily scrum meeting to review execution progress and identify changes if required. Participated in Agile Development Cycle. Experienced in Agile technology with Scrum.
* Created and maintained project plan. Review the BRD, FRD, and SRS, High level Design Documents, Detailed Design Documents and Requirement Matrix and prepare WBS.
* Performed a variety of research and analysis-related tasks, including review and analysis of data using standard practices, applying sound quantitative and/or qualitative data analysis techniques and methods on CMS MIPS/PIMMS Contract.
* Collaborate with SMEs from Regulatory, Clinical, Pharmacovigilance, and Quality to integrate data, including assessment of source and target properties and product dictionaries to align with Sanofi and FDA Regulations
* Scheduled daily meeting with requirement managers and development managers to review issues identified during execution. Participates in the development of contingency plans.
* Design and Implement end to end automation of provisioning of Virtual machines in the Azure Private cloud with the help of ServiceNow
* Oversee monitoring and incident management of cloud infrastructure to meet the infrastructure as a service (IaaS) environment availability objective.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Business / Functional Analysis of the Clinical Data Management Applications (EDM, RDC (TAO-Trial Access Online), SMT, I-Review, PRS, IBISecg, DLS, PC Imaging, EmBARC). The tools help to support the IT part of the Life Sciences (like Clinical Trail and Discovery)
* Maintained the integrity and security of mined data within Microsoft Azure Cloud Storage
* Created databases for Clinical Codes and proposed measures to track changes and maintain validity for CMS MIPS/MACRA measures
* Acted as a liaison to the physicians, nurses, and professional staff incorporating business and clinical requirements into PQRS and other applications.
* Gathered requirements for Claim Based Reporting, Registry Based Reporting, EHR based Reporting, Lab Data Reporting and Group Practice based Reporting for the PQRS system.
* Involved in Order Management and Inventory Modules.
* Received training in HP Quality Center (ALM) for Application Lifecycle Management in accordance with Pfizer validation policy following regulatory policy aimed at FDA guidelines
* Production support on OM, Advance Pricing, Inventory.
* Worked with EDI team to assure the collection and transfer of accurate data in order to report PQRS data
* Prepared user acceptance criterion and testing strategy that will be utilized by QA team to validate the addressed functionality of all critical requirements. Developed and maintained Test Matrix and Traceability Matrix. Utilized Quality Center to plan and execute tests, track defects and create change alerts. Conducted User Acceptance Testing (UAT)
* Experience with Oracle SQL and Toad, Teradata DW and Teradata SQL Assistant.
* Correlate data from various data sources like MySQL and Hive to perform data analytics and visualizations using Tableau.
* Migrated client's old data from various accounting system to Microsoft Dynamics GP 9 through integration manager, performed Microsoft Great Plains database migrations/upgrades from SQL 2000 to SQL 2005.
* Utilized PL/SQL coding and debugging skills to identify data integrity issues and recommend an optimal solution.
* Utilized SQL Loader, PL/SQL and Putty to create ETL packages for data uploading and error handling into error tables.
* Testing the New functionality related to OM, Purchasing, Advance Pricing, Inventory.
* Collaborated with ERP to align interfaces of Production Execution System to the Global Process Model of Supply Chain Operation of Pfizer Inc
* Worked on Price Lists, Qualifiers, Modifiers, Pricing Attributes in Advanced Pricing.
* Coded all adverse event terminology, other medical information, and drug information in the Pharmacovigilance database utilizing MedRA and WHO-DD dictionaries.
* Experienced in Documentation and validation of Electronic Batch Records (EBRs).
* Gathered requirements from various audits groups - GMP, GVP, CSV, GCP, GDPs, REMS, IT SOX.
* Extensively worked in Data Requirement Analysis and Data Mapping for the ETL process.
* Working as an Agile Transformation Coach where scrum and Kanban Techniques are applied.
* Worked closely with Technical Architect and Business Owners to close out on the requirements.
* Highly involved in build and design sessions, creating and modifying XML schema definitions.
* Analyzed data with discrepancies through Error files and Log files further data processing and cleansing.
* Developed user stories in EPC (Event Process Chain)
* Used ARIS tool for Manufacturing Execution System and Production Management for Shop-floor production of pharmaceutical products
* Strong background in all phases of system development, software qualification and validation, and 21 CFR Part 11, including the preparation of SOPS, Validation Plans, IQs, OQs, and PQs, and performance of gap analyses and audits. Familiar with GxP validation and GAMP guidelines, and relevant sections of FDA code
* Worked on the document approval and submission system on COTS application for pharmaceutical regulatory submission system
* Coach Product Owner and Development Team on the Agile Methodology while serving as a guide on the implementation of Scrum values and incorporating the required pillars during our various scrum events.
* Knowledgeable of the Final Rule emphases on the importance of protecting public health and safety while strengthening transparency and accountability in the Program for all users
* On boarded and mentored new employees on Pharmacovigilance tools and business processes
* Reviewed vendor contracts and monitor all deliverable are delivered on time to avoid further discrepancies.
* Negotiate the use of resources in management and distribute along areas where execution is lacking. Evaluated logistic issues with the potential to impact development and architecture costs.

**Environment:** Salesforce.com / Veeva, SFDC, ARIS Business Architect suite, HP Quality Center (ALM), ARIS Business Designer and Publisher, Mercury Quality Centre, Peregrine, V-Mobile, Exploria, HP Quality Center, QTP 8.2,9.0, VB Script, Visual Basic, .Net, TSD, SQL, CMMI, Oracle 9i, Oracle Seibel, Six Sigma, UAT implementation on AWS. Tomcat, Jetty, Undertow servers, Cassandra, Postgres databased, RAD, Bit Bucket, Git, Bamboo, Jenkins and CI/CD Pipeline setup

**Think Palm Technologies-India**

**June 2014 – July 2015**

**Business Analyst**

**Responsibilities:**

* Helped design scope document and to coordinate with top management for the approval process.
* Form the requirements and using technologies such as JavaScript, XML, LDAP, AML language (like XML), and TIBCO configure and provide custom enhancements to the client
* Interviewed various personnel including broker dealers and traders to understand the current process and the future requirements.
* Designed the prototype of the Data mart and documented possible outcome from it for end-user.
* Extensively conducted JAD sessions to understand the business requirements
* Involved in generating various reports using the SQL Server Reporting Services (SSRS).
* Involved in design, development, implementation and roll-out of Micro Strategy Business Intelligence applications
* Created dashboards through Power-BI and effectively showed trends in our portfolio
* Managed ERP and EPM SaaS Applications with a background in Oracle On-Premise Solutions. Engaging Upmarket Accounts providing solutions for ERP and EPM applications in the Cloud.
* Tracking and reporting budget and cost allocation variances and performing cost/benefit analysis.
* Used CSS, HTML and JavaScript for GUI front end designing and validations.
* Responsible to design, develop and test the software (Informatica, PL SQL, UNIX shell scripts) to maintain the data marts (Load data, analyze using OLAP tools).
* Maintained the product catalog, search and navigation, search engine optimization (SEO), Business Intelligence (BI) and personalization, etc.
* Created Visual Basic macros to streamline data categorization and reconciliation
* Extensively involved in Business Process Modeling. Created the AS IS and TO BE business processes
* Worked with third party integration, Google Analytics, Ruby/Water, data verifications/backend testing, defect management, SQL, API implementation, UNIX shell commands, process modeling.
* Creation of business and functional requirement documents and use cases supporting them with wireframes and other visual documentation as required.
* Documented the business requirements following the RUP methodology using rational requisite pro
* Used rational tools for version control and defect management
* Authored the Business Requirement Document (BRD).
* Experience in all phases of Full Life-Cycle Oracle E-Business Suite Financials implementation i.e. Requirements Definition, GAP Analysis, Process Modeling and Implementation.
* Designed the screen mockups using Balsamic.
* Developed Business rules for the equity trading system based on technical chart analysis and fundamental analysis and trends.
* Used rational Rose to create use cases for different scenarios and cases.
* Analyzed, cleaned and reorganized data by using tools including Excel, Alteryx and Pivot in Tableau
* Developed Business specification diagram to understand the whole workflow.
* Created UI Specifications and wire frames.
* Lead multi-disciplinary project teams through all phases of the project lifecycle providing coaching, motivation and inspiration. Projects were executed using Sitecore and .NET.
* Involved in the development and testing of POS Point of sale systems and applications for Payment Card Industry (PCI) Compliance initiative.
* Create the wireframe of Functional workflow using the Balsamic tool
* Provided recommendation for the use of ATG Commerce for B2B and B2C business.
* Developed activity diagrams in Rational Rose software, to have a diagrammatic view of the workflow.
* Used Invasion in enhancing the user experience; worked closely with the technical and programming team to prepare Screen Mockups, User Interface designs using wireframe prototype for this Ecommerce mobile/web redesign.
* Reporting to the manager of DBMS Security and Controls along with three other technical writers, my contract was the only one renewed beyond 2006.
* With key exchanges to secure data files and monitored first data transmission after migration to ensure customer sending and receiving data is accurate

**Environment:** JavaScript, Linux Server, COBOL, CSS, HTML, Google Analytics, R, R Studio, Alteryx, Tableau XML, LDAP, AML language, Balasamiq, TIBCO, MS SharePoint, MS Office Suite (Word, Excel, Power Point, Outlook), Unit testing

**EDUCATION DETAILS:**

* Bachelors in Computer Science from JNTUH 2009-2013.
* Masters in information assurance from Wilmington University 2016-2017.