**Name**

**Mail Id**

**Contact Number**

**Role**

**Professional Experience:**

* Business Analyst with Seven years of experience in Database Design and Administration, Business Intelligence and creation of reports, usage of statistical software to improve revenue
* Expertise in the design and development of Tableau visualization and dashboard solutions using Tableau Desktop and publishing the same on Tableau Server/ Public/ Reader and external websites.
* Developed multiple reports/dashboards using Dual Axes charts, Geo-Maps, Histograms, filled map, bubble chart, Bar chart, Line chart, Tree map, Box and Whisker Plot, Stacked Bar and Custom charts like Waterfall, Spider, Donut, Pareto etc., to visualize the data.
* Extensive experience in various Tableau Desktop objects like Measures, Dimensions, Folder, Hierarchies, Extract, Filters, Table Calculation, calculated fields, Sets, Groups, Parameters, Forecasting, Blending and Trend lines.
* Developed SQL quires - Querying data, creating tables, creating views, Triggers etc.
* Proficient in developing Entity-Relationship diagrams and Expert in modeling Transactional Databases and Data Warehouse.
* Worked with different data sources like SQL Server, XML, Excel, and flat files, DB2 etc.
* Comprehensive knowledge of Software Development Life Cycle (SDLC), having thorough understanding of various phases like Requirements, Analysis/Design, Development, Testing and Implementation.
* Worked in systems integration, planning, architecting and implementing standards-based solutions for enterprise-wide systems. Database and Data Warehouse modeling, Data Analysis, Data Profiling, Data Migration, Data Conversion, Data Quality, Data Governance, Data Integration and Metadata Management Services and Configuration Management.
* Ideal facilitator in linking business and technical needs, worked closely with IT and application managers for gathering requirements, handling budget constraints and delegation of work.
* Experience working across various SFDC/Salesforce implementations covering Sales Cloud (CRM), Service Cloud applications.
* Experience and good Knowledge on Provider, Clams, PIUR, CRM, Drug Rebate and Finance Module.
* Well versed in Health Insurance Portability & Accountability Act (HIPAA) standards.
* Extensive knowledge using UML diagrams (Use Case, Activity, Sequence) using MS Visio and IBM Rational Rose.
* Extensive experience with claim transactions, HIPPA Batch transactions, Provider Enrollment subsystem, Beneficiary subsystem, trading partner and managed care.
* Excellent working experience with Billing, Claims, Commission, Finance and CRM Applications. Clinical affairs, safety affairs, Healthcare Insurance, Medical billing, Accounts Receivable, U.S. Health Insurance Portability, Accountability Act, EDI Transactions (834, 835, 837), HIPAA, MMIS, Medicare and Medicaid. Successfully bridged the knowledge and communication gap between Business and Technology channel groups in various situations. Able to work independently and as well as a team member.

**Technical Skills:**

|  |  |
| --- | --- |
| **Business Intelligence:** | Tableau Desktop 10.X,9.X/8.X, Tableau Server, Tableau Reader, Power BI, Performance Manager, Dashboard Manager, Business Objects. |
| **Databases and Tools:** | DB2, MS Access, MS SQL Server, Project Management, Visio, Outlook, Excel, and Power Point |
| **Data Modeling:** | SQL Developer, ER Diagrams, Conceptual, Logical & physical modeling |
| **Programming Language:** | SQL, HTML |
| **Methodologies:** | Data Modeling, Star/Snowflake Schema, Agile, |
| **Operating Systems:** | Windows 7, Windows XP, Windows NT / 2000, Windows 7, MS-DOS |
| **Soft Skills:** | Excellent communication, interpersonal and leadership skills |

**Client name:**

**Location**

**2020 – 2022**

**Role:**

healthcare network that connects individuals, families, and neighborhoods across the United States. It offers health care products and insurance services. The project involved designing and developing interactive reports, dashboard development, graphical representations, and drill down capabilities utilizing Tableau.

**Responsibilities:**

* Worked with Business Analyst and Analyzed specifications and identified source data needs to be moved to data warehouse, participated in the Design Team and user requirement gathering meetings.
* Built and published Tableau reports utilizing complex calculated fields, table calculations, filters, parameters.
* Used excel sheet, flat files, CSV files to generated Tableau ad-hoc reports.
* Generated Tableau combination charts using Tableau visualization software.
* Created Technical Design Document from the functional specification documents.
* Mastered the ability to design and deploy rich Graphic visualizations with Drill Down and Drop-down menu option and Parameterized using Tableau.
* Utilized advance features of Tableau software like to link data from different connections together on one dashboard and to filter data in multiple views at once.
* Identified new metric and enhance the existing KPI's.
* Designed and developed a business intelligence dashboard using Tableau Desktop, allowing executive management to view past, current and forecast sales data.
* Built, published, customized interactive reports and dashboards, report scheduling using Tableau server.
* Created action filters, parameters, and calculated sets for preparing dashboards and worksheets using Tableau.
* Effectively used data blending, filters, actions, Hierarchies feature in tableau.
* Administered user, user groups, and scheduled instances for reports in Tableau.
* Executed and tested required queries and reports before publishing.
* Analyzing the data using Statistical features in Tableau to develop trend analysis.
* Actively involved in testing new/upgraded features like new Visualizations, Forecasting, Data Blending, Parallelized Dashboard, Hyperlink Objects, Color-coded tabs in Tableau 8 desktop/Server.
* Identified processes for developing and documenting detailed business requirements. Data was collected from end-users, and analysts.
* Implemented systematic approach (BPR) to redesign of business processes.
* Through Business Process Re-engineering, designed the cost effective and competitive business processes possible.
* Created mapping documentation from 837 X12 fields to proprietary Tandem Front End (TFE) fields for 837 Institutional, 837 Professional and 837 Dental.
* Conducted process mapping to identify current As-Is business processes and To-Be Road map for reengineering the products using Visio.
* Created Use-Cases and Requirements documents to document business needs.
* Worked with the Project Manager on -various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Documented configuration & data migration/conversion requirement for available functions within Guidewire PC including users, roles, permissions, regions, Managing Catastrophes and business types.
* Created test plans and testing strategies, ensuring Data masking, Data validation, making simple SQL queries and use of stored procedures with T-SQL.
* Performed Master Data Management, including on-going data integrity and validation of system changes and enhancements.
* Assisted in the data conversion and data mapping of the legacy data to new database

**Environment:** Tableau Desktop/Server 10.x, Optum, Data Studio, Microsoft Office Suite (Word, Excel, Power Point, Visio).

**Client name:**

**Location**

**2019 –2020**

**Role:**

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:**

* Work with business teams to define gaps, facilitate discussions to harmonize and document end state (to be) Regulatory business processes.
* Work with the IT implementation team for the Veeva quarterly releases and internal releases to update Requirements Specification document.
* Create user requirements for the updated business processes.
* Create narratives for the business processes.
* Assist in the creation and maintenance of work instructions, Quick Reference Guides (QRG’s) and other procedural documents on key processes.
* Review the pre-execution and post-execution scripts for the Verity (Veeva RIMS) BAU change requests as the business SME.
* Manage the incoming change requests after the configuration lock for the Verity upgrade and update the status of CRs as per the process created.
* Act as Verity SME to help business, IT, and test teams with their queries.
* Led and collaborated with internal/external Subject Matter Experts and business leads to analyze and document Pharmacovigilance business, functional, data, regulatory, and nonfunctional system requirements ensuring timely delivery and quality within budget.
* Used Jira for writing Epic, user stories with acceptance criteria or user stories with use cases, used Confluence for upload documents.
* Worked on backlog grooming items and presented what items can be picked up in next sprint to the squad/scrum master.
* Participated in sprint planning with PM/Dev/QA to conclude the User Story points and the effort estimates.
* Conducted coverage analysis of clinical research trial procedures to delineate standard of care and research procedures; reaches out to research site to assist in determining charge direction.
* Created reading material for better analysis and explanation of system flows.
* Accurately forecasted clinical trial timelines using advanced modeling and simulation techniques.
* Coordinated with Data Analyst, ETL and UI interface Developers and did tasks in construct phase.
* Used ETL to map data and assemble data repository and created data marts.
* Reviewed Stored Procedures for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Data mart (Oracle).
* Created Batch files to execute the multi transaction data feed files into CTMS.
* Clinical Data Exchange Bulk Migration: EIM Imports/Updates and SQL's Procedures to load the Historical data in between Staging/Legacy and CTMS systems.
* Involved in Project co-ordination, Onshore/Offshore Co-ordination, optimal service delivery and Knowledge management.
* Involved in staff augmentation and mentoring new team members.
* 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

**Client Name/Location**

**2016 – 2019**

**Role**

**Responsibilities:**

* Solving and helping the users with the data issues in the Customer aggregate project, Transaction aggregate.
* Interacted with business users and performed Gap Analysis of Client requirements.
* Analyzed dimensional and fact tables in data mart that details inclusion, exclusion, and Segmentation criteria, Offer assignment and campaign response by campaign.
* Worked closely with business power users to create reports/dashboards using tableau desktop.
* Worked with technical architect in developing strategy, architecture, and technical specifications for implementing reporting portal/semantic layer in conjunction with data layer.
* Produced accurate analysis of project datasets as defined by the required specification.
* Developed interactive data visualizations and developed automated processes for updating content used in standardized dashboards.
* Prepared project reports for management and assisted the project manager in the development of weekly and monthly status reports, policies, and procedures
* Use MS Excel, Word, Access, and Power Point to process data, create reports in Tableau, analyze metrics, implement verification procedures, and fulfill client requests for information.
* Worked on four other projects during my work period in different domains namely MAPS, Ariba, LIMS.
* Reviewed the data model and reporting requirements for PIUR Reports with the Data warehouse/ETL and Reporting team
* Supported ETL mapping activities as per established business requirements.
* Specialized experience in healthcare insurance domain including Medicare and Medicaid. Profound understanding of insurance policies like HMO and PPO. Proven experience with HIPPA X12 EDI transaction codes such as inquire/response health care benefits, Claim status, Benefit enrollment, Payment/remittance advice, Health care claim.
* Conducting triage call and resolving the issue for the high priority/severity defects.
* Perform User Acceptance Testing (UAT) for the module
* Design, develop and perform data analysis to accommodate the data pull from multiple reporting tools, applications and databases and deliver to the test execution team.
* Collaborate with various teams to ensure and establish standard delivery methods while maintaining data integrity to satisfy the testing needs of the Enterprise Independent Testing.
* Analyze and document Business Requirement Documents (BRD) for respective Tests and developed a Procedure Document for reference in future to perform that test for Sample Execution Analysts.
* Implemented and enhanced Enterprise content management (ECM), BPM, Data ware House/ETL and Java implementations and increased publishing capabilities of Springer Nature such as migration to cloud Centralize Content Management Platform.
* Implementation of an Enterprise content management (ECM) System with BPM, Scanning, Record Management & Reporting capabilities for XML.
* Have been extensively involved in (ECM) Roadmap & Strategy consulting, including assessment of business requirements, defining ECM strategies, creating implementation roadmap, and execution.
* Analysis of as-Is business processes, mapping the To-Be Processes for SAP PLM-DMS & ECM implementation.
* Efficiently handle inventory of laws, rules, and regulations related to technology, which include the following:
* Development of monitoring and testing coverage plans
* Planning and interpretation of monitoring and testing activities to evaluate control effectiveness
* Identification and resolution of issues through compliance risk assessments, activity monitoring and testing
* Research source data based upon required business rules and technical validation rules. Interact with the clients throughout the development process.
* Interpret the findings from business point of view by doing exploratory data analysis and contribute to and help the team define best practices around report development, report scheduling

**Education:**

* Masters of Pharmacy in Pharmaceutical Analysis Oct 2016
* Bachelor of Pharmaceutical Sciences May 2014