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PREETHI C

Senior Business Analyst with 11 years' of IT experience. Highly motivated candidate with good communication and interpersonal skills, performed well independently as a Senior Business Analyst /product owner and as a team leader.

Current Designation: Senior Associate -IT	Total Experience: 11 Year(s) 0 Month(s)
Current Company: Cognizant Technology Solutions	Notice Period: 2 Months
Current Location: Chennai	Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]
Pref. Location: Chennai	

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: senior associate,project management,requirement gathering,business analysis,product management,html,sql,kql,versionone,jira,salesforce,product owner

Verified : 📞 Phone Number | Email - id

Last Active: 20-Jan-21   Last Modified: 20-Jan-21

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Summary

Highly motivated candidate with good communication and interpersonal skills, performed well both independently as a Product owner and as a team leader. Worked across challenging, cross-platform environments which required identifying roadblocks and to effectively eliminate them with available resources.
Started carrier as a Java developer, continued to become a Business Analyst and currently serving the role of a Product owner for a Major US healthcare insurance client.
3 years of experience as a Product Owner for a Major US Healthcare client
6 years of experience as a Senior Business analyst for a US Healthcare project in Cognizant.
2 years of experience as a Java developer in a health care project
Hands on experience in Salesforce Service cloud technology and Facets Trizetto project.
Handle project management activities.
Having extensive experience in traditional Waterfall and Agile project environments.

Work Experience

◉ **Cognizant Technology Solutions** as Senior Associate -IT
Sep 2009 to Till Date

Project #1:
Title : App Rationalization - Service cloud implementation
Client : Emblem Health Insurance
Role : Product Owner
Tools :SQL Developer,Kibana
Products:Salesforce service cloud,Facets.
Team size : 8
Period : Oct- 2017 - till date
Project Description:
Emblem health is a top US based Healthcare insurance company. Emblem health was the First BPAAS deal signed by cognizant for a Healthcare project. The project I was involved was named as "App rationalization" since it involved transforming a multiple legacy customer service applications into a single cloud based application. The cloud based application chosen for this project was "Salesforce service cloud". The intended users for this application will be the front office Call center and back office employees whose primary work will be to cater to calling in Member/Provider/Employer group/Brokers queries. The project followed Agile model.

Responsibilities:
Was part of the project from the RFP phase and was responsible for requirement effort estimation, played the part of BA team lead.
Lead gap analysis exercise between the Service cloud application capabilities and the existing legacy applications intended to be transformed.
As an offshore product owner conducted journey mapping sessions with the stakeholders and customer service representatives to come up with product road map.
Assist the BA team to come up with product requirements with the help of product roadmap to create the product backlog in JIRA.
Facilitate the team to groom the User stories with clear acceptance criteria, tag them to epic, finalize and prioritize on

Facilitate the team to groom the User stories with clear acceptance criteria, tag them to epic, finalize and prioritize on the requirements.
Help the BA team to come up with Mock up screens to help stake holders and tech teams visualize the application.
Responsible to get signoff on the requirements from stakeholders and handover the same to the technical teams.
Work on Sprint story point estimates.
Facilitate the technical teams to slot the User stories under the appropriate sprints.
Effectively involved in sprint planning, daily scrum team/pod team meetings, sprint retrospective meetings.
As a Product owner help the BA team to conduct walkthroughs of requirements to the tech team during start of each sprint.
Give clarifications to the BA/Tech team on requirement ambiguity.
Post dev/SIT testing phase validate the requirements and was responsible to obtain client signoff for each requirement.
The project was implemented and delivered successfully in the time span of 25 sprints.
Helped conducting UAT along with the stakeholders and to obtain signoff for the same.
Was responsible in giving training to the Customer service representatives.
Project is currently in warranty phase where we give the clients hypercare support.
Coming from a technical background have helped the team analyze the production issues by deep diving into the Source application database, Salesforce Local DB, querying API's, logging into source application UI.
Have received several appreciations for playing the role of product owner effectively.

Project #2:
Title : MMIS - Platform
Client : Xerox Corporation
Role : Senior Business Analyst
Tools :SQL Developer
Team size : 8

Period : Oct- 2014 - June-2017
Project Description:
Xerox Business Services is an IT and BPO service provider to several industries including Healthcare in public and private sector.
Medicaid Management Information System (MMIS) is a state run medical benefits program required to work for the design, development, installation, or enhancement of a mechanized claims processing and information retrieval system.
Platform project comprises of functional and technical team which is dedicated to develop HE-MMIS into a product for any State to implement MMIS by customizing certain state specific requirements.

Responsibilities:
Created Product Requirement Document (PRD) and features repository document for new functionalities mandated by federal government (HOPR,ICD10 mandate).

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **sri sairam engineering college, chennai,Anna University** in **2008**

Other Qualifications/Certifications/Programs:
Sun Certification in Java (SCJP 1.6), AHM250 CCP, L0 HE MMIS Certification.

IT Skills

Skill Name	Version	Last Used	Experience
SQL		2020	4 Year(s) 0 Month(s)
KQL		2020	1 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
tamil	Expert	✔	✔	✔
english	Expert	✔	✔	✔
hindi	Beginner	✔	✔	✔

Affirmative Action

Category: OBC - non-creamy

Physically Challenged: No

Work Authorization

Job Type: Temporary / Contractual

Employment Status: Full time