

# Dileep A

## Senior Business Systems Analyst - Kensington Insurance

Carlstadt, NJ 07072

dileepa37\_mg5@indeedemail.com

- Experienced business analyst with 9 years of experience in Business analysis and Project Management.
- Good knowledge and experience in Software Development Life Cycle (SDLC) and its phases: Requirement gathering, Analysis, Design, Implementing, Testing, Deployment, and Maintenance.
- Used various approaches of SDLC like Agile, RUP, and Waterfall
- Experience in conducting GAP analysis, SWOT analysis, Impact analysis, Cost benefit analysis, Risk analysis.
- Well versed in Business Process Modeling with expertise in creating User Cases, Sequence Diagrams, Class Diagrams, Activity Diagrams, writing User Stories.
- Experience in tracing requirements and using Requirement Traceability Matrix (RTM)
- Good knowledge on Patient Protection and Affordability Care Act (PPACA), Health insurance Marketplaces, Medicare, Medicaid, Medicaid Management Information system (MMIS), National Council of Prescription Drug Program (NCPDP)
- Worked on ITSM queries, Lotus note and Share point pages. Experience in training new employers and performing help desk duties, security and back up related issues.
- Experience in conducting Joint application development (JAD) sessions for gathering requirements, and rapid application development (RAD) sessions to converge early toward a design acceptable to customer.
- Experienced in software testing which involved development of test cases and test scripts and User Acceptance Testing (UAT).
- Excellent in Scrum ceremonies such as Sprint Planning meeting, Daily Scrum meeting (the huddle), Sprint Review meeting, Sprint Retrospective meeting.
- Experience with various tools for planning, tracking and managing projects and requirements using JIRA, MS SharePoint, HP Agile Manager and MS Project Professional.
- Worked in projects involving Benefit Base Plan Changes and Configuration changes to ensure the accurate processing of claims.
- Determined dependencies between enrollment and benefits processes and ensured each Business areas delivered their tasks on the projected target dates.
- Expert in all phases of the web based application development and in building test plans and test cases and navigating through the test lab.
- Experience and good understanding of three tier, mainframe and client server technologies.
- Collaborative team player/leader with extensive customer relations, experience and proven ability to communicate with peers.

### WORK EXPERIENCE

#### Senior Business Systems Analyst

Kensington Insurance - Carlstadt, NJ -

2017-08 - Present

Description: The focus was to upgrade the existing website to E-Service that provided a wide range of features for current policy holders and new customers. The policyholders and new customers could buy insurance online and had added features which enabled users to view their account details or any changes in the policy.

## Responsibilities

- Prepared Business Requirement Document (BRD) and Functional Requirement Document (FRD) by gathering requirements through detailed discussions with business users and Subject Matter Experts (SMEs) for the E-Service model
- Assisted in developing a comprehensive and user-friendly online claim filing and monitoring system for the policyholders.
- Developed Use Cases and Data Flow Diagrams (DFD) for the online claims filing method using UI document.
- Work on Commercial line property insurance in Agile methodology.
- Gathering requirements for Commercial Line Transformation Product and Pricing - Interface team.
- Requirement gathering from Inception and creating RTM, Functional Specification Documents and Data Mapping Analysis for System Integrations.
- Responsible for defining the key identifiers for each mapping and data modeling process.
- Conducted iteration planning meetings and estimation sessions for each iteration.
- Worked on researching and pre-grooming user stories by understanding the business requirements as stated in the business requirements matrix by including key members from business teams, under writing team, and closing SMEs and later translating those in an IT standpoint to explain the work to the team.
- Participated in daily Agile Scrum, Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories for the a project of changing the client's software maintenance structure of their various software products.
- Provided support for complex business Data Management, for billing, claims, and submission.
- Facilitated Joint Requirement Planning (JRP) sessions with Business User Groups, along with conducting Joint Application Development (JAD) sessions with ITGroups and ConflictManagement with Project team members.
- Identified efficiencies in "current state" of casualty underwriting divisions and helped with development and implementation of "future state" plan (As-Is/To-Be) by removing non-value added process and workflow automation.
- Organized and participated in Joint Application Development (JAD) sessions with claims department, development and testing teams.
- Closely interacted with designers and developers to understand the E-Service application functionality and navigational flow and kept them updated on requirement modifications to continuously improve and develop new features from existing web services to new.
- Tracked open issues using weekly status and progress reports and kept project manager updated transformed the business requirements to functional requirements by creating mockups and use cases.
- Followed the Agile methodologies to elicit and document functional requirement.
- Conducted and participated in the requirement workshops (webex).
- Closely worked with product owner and other business users to define requirements.
- Facilitated User Acceptance Testing (UAT).
- Determined the Sprint cycle based on the level of efforts. Conducted sprint review meetings, sprint retrospective meetings, weekly status meetings and daily stand up meetings for measuring accomplishments, determining the scope of improvement and correcting deviations.

Environment: SharePoint, SoapUI, DBeaver, IBM RFT, Toad, Jenkins, Bugzilla, Cognos, RFT, Java, XML.

## **Sr. Business Analyst**

Bank of America - Princeton, NJ -

2016-12 - 2017-08

Balance Sheet Capital Management team is involved in implementing end-to-end data processes throughout the production phase for Market Operation Risk and Securitization for Data extraction. The project mainly focused on Bank of America's Data Quality Assurance and Reporting processes. The key task was to manage the online contents and lead cross-functional project and initiatives. In addition to verifying and updating the information on banking accounts globally by ensuring Know Your Customer (KYC)

**Responsibilities:**

- Worked in an Agile environment. Conducted Initial Meetings with Stakeholders and contributors to identify requirements, traceability, prioritization.
- Used MS SharePoint for managing and sharing Epics and other project documents with the stakeholders. Based on business stakeholder's perspective, created User Stories in JIRA.
- Co-ordinated with Product Owners, SME, Development Lead and Testing Lead for initial Sprint Planning to maintain & prioritize Product Backlog Items (PBI), Sprint Backlog and Release Backlog.
- Elicited requirements using one-on-one interviews and vendor meetings for third party application management. Created and established System Requirements, System Use Cases, and Business Rules to show the interaction between the systems.
- Performed Feasibility Analysis, Impact Analysis and Cost Benefit Analysis. Documented and delivered Functional Requirement Specification (FRS) to the project team.
- Created and updated Use Cases, Use Case Diagrams, Activity Diagrams, Business Context Diagram (UML Models) using MS Visio to document business processes. Also, created mockups and Wireframes using Mockflow to enhance the existing system by improving its Graphic User Interface (GUI) and making it more user-friendly.
- Actively participated in Agile Scrum Meetings: Daily Scrum, Sprint Review, and Sprint Retrospective. Led weekly meetings with development, testing, business teams to discuss outstanding technical issues, Requirements Clarification and deadlines that had to be met. Based on
- For the Enterprise Data Warehouse, created Source to Target Mapping (STM) Document for integration into a central model and depicting data flow across systems and Data Dictionary to identify the key data elements
- Worked closely with DAs to create ETL processes to load legacy data into SQL staging tables and wrote SQL queries to perform Data Validation and Data Integrity testing.
- Employed process and data analysis to model a Customer Information Business System. Review Know Your Customer portfolio and understand the Key Performance Indicators. Created standardized, exception based reports and dashboards so that management and end users can easily track weekly and monthly KPI stats.

## **Business Analyst**

Mayo Clinic - Rochester, MN -

2015-12 - 2016-11

Rochester, MN Dec 2015 - Nov 2016

Business Analyst

The project is to support the Clinical Trials Office (CTO) and working on Clinical Trial Management System (CTMS) The tasks also included gathering Business requirement, GAP analysis and writing use cases to design and develop internet based form submission application for Specialty Billing data from DB2. Used mainframe platform to retrieve data and utilized SAS/ETL to extract data from operating data system.

**Responsibilities:**

- Conducted Joint Requirements planning sessions (JRP) as a facilitator to gather requirements from the Business User and conducted many Joint Application Development (JAD) and Joint Application Management (JAM) and conducted many Rapid application development (RAD) sessions.
- Documented business functionality requirements in User Stories.
- Collaborate with the Product Owner on project/roadmap planning, facilitated daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos and other Scrum-related meetings.
- Coordinated cross-functional process development and identified opportunities and improve process.
- Developed As-Is and To-Be Business Process Models for complex processes by analyzing the current processes, and gathering information from SME's.
- Continuously monitored the business process using the (BPMN) tools like Appian.
- Arranged sprint grooming, planning, daily scrum, sprint demo, and sprint retrospectives.
- Managed the product backlog with user stories through progressive refinement applying business prioritization, solution approach, and technical delivery considerations.
- Conducted walk through sessions to discuss certain issues with stakeholders, architectures and design & development teams and also performed GAP Analysis.
- Involved in all phases of software development life cycle (SDLC) in agileframework.
- Used MS-Visio for Flow-Charting, Use- Case process model and Architectural design of the application.
- Managed requirements and use cases with the help of Enterprise Architect.
- Used SQL, Toad, Data Warehousing and Data Cleansing for the arrangement of customer data.
- Queried database using Web focus and acted as a Liaison between end users and the data team (Business Intelligence Competency team)
- Familiar with Data Warehousing, relational database concepts, and client-server concepts.
- Performed analysis and data manipulation of source data from SQL Server and other data structures to support the business organization; these departments include planning, evaluation, programs, and administration.
- Implemented the HIPAA privacy and security regulations to enhance the capabilities of the systems to process new products.
- Participated in the review, creation and updating of HIPAA compliant security policies, procedures and controls
- Have deep understanding of RCM and billing workflows
- Experienced in Healthcare IT EMR/EHR workflows preferably in post-acute space
- Design, analyze and performed Integration and wrote System requirements on different leading health care software's such as FACETS4.71 or later.
- Handled Sensitive Personal Identity Information (PII)
- Documented all the aspects of Systems validation lifecycle in accordance with the FDA regulations, including Validation Plan and Protocol, Installation Qualification (IQ) Specifications, Operation Qualification (OQ) Specifications, Performance Qualification (PQ) Specification.
- Managed product backlog within JIRA.
- Tracked UAT issues/bugs and prepared reports.
- Regularly interacted with the Testing team for executing the Test Plans, providing Test Data, creating Test Cases, and resolving issues upon detection of bugs and collecting the Test Metrics.
- Assisted QA team with User Acceptance Testing, develop and maintain quality procedures ensuring that appropriate documentation is in place.

Environment: MS Office, SQL, MS Project, MS Visio, Unix, XML, Windows, HP Load runner, HP Quality Center.

## **BUSINESS ANALYST**

MOTOROLA MOBILITY, INC -

2013-11 - 2015-11

Motorola Mobility, owned by Google, fuses innovative technology with human insights to create experiences that simplify, connect and enrich people's lives. It includes converged mobile devices such as smartphones and tablets; wireless accessories; end-to-end video and data delivery; and management solutions, including set-tops and data-access devices. The project basically involved the focus on substantiating different features afforded by the Android Browser on Qualcomm chipset.

**Responsibilities:**

- Involved in working with Project Manager in planning, scheduling, and controlling projects based on schedules and requirements outlined by the business.
- Responsible for gathering requirements from users, mainly from SME's.
- Daily involvement with the Waterfall Methodology software development life cycle, documenting and working through systems issues as part of a business analysis team.
- Played a major role in creating BRD, FRD, FSD documents.
- Performed GAP analysis to compare the existing system with the proposed system and documented new requirements and features.
- Functioned as the primary liaison between the operations and the technical team and resolved process issues throughout the project cycle.
- Facilitated numerous Joint Application Development (JAD) sessions utilized for the creation of design documents and system specifications for applications.
- Used MS-Visio to document current work flows, manual processes and end-to-end processing of system interactions
- Developed and executed associated project plans and test scripts for User Acceptance Testing (UAT) and subsequent user training.
- Retrieved Data using SQL queries and did Data Mapping and Data analysis.
- Worked to create Data Mapping Documents and worked with business to write transformation rules through SQL.
- Played a key role in the planning, testing, and implementation of system enhancements and conversions.
- Performed Data Analysis and data manipulation of source data from Oracle Server and other data structures to support the business organization.
- Reviewed the UAT Results to identify defects and enhancement request from the Users.

**Business Analyst**

Apollo Hospitals - IN -

2011-09 - 2013-10

The main purpose of this project was to develop Patient Management System which can handle history of patient related to their Health, Diagnosis, Procedures, Deposits, Visits Etc.,

**Responsibilities:**

- Liaison between the Business needs (business users and sponsor) and the Technical solutions (development and testing staff), ensuring technical solutions satisfied business requirements.
- Developed and implemented Service Design functions for desktop, compute and storage, security, network and consolidated management services.
- Produced and maintained a Service Catalog containing accurate information on all operational services and those being prepared to be offered.

- Provided recommendations for the definition of services and service packages, service package descriptions, interfaces, dependencies, and consistency between the service catalog, portfolio and configuration management.
- Developed Service Catalog language to emphasize the use services for standardization.
- Developed well-defined service prices and cost recovery models emphasizing the value of service offerings.
- Documented and coordinated Service Levels Agreements with customers and monitor and produce reports on the service provider's ability to deliver the agreed level of service and specific plans and processes to improve service levels.
- Analyzed service delivery, identify issues with Service Level delivery and provide recommendations to satisfy Service Level Agreements.
- Developed Service Capacity plans and processes that demonstrate capacity is appropriately matched to current and future needs of the mission and that additional capacity is readily available as required.
- Provided availability plans and processes that demonstrate agreed upon levels of service availability match or exceed current and future needs of the mission.
- Provided service continuity plans and processes that demonstrate the required technical and service facilities can be resumed within required, and agreed upon, mission timelines.
- Developed solutions to routine technical problems of limited scope following detailed instructions.
- Web Page Mock-Ups using MS Visio and thus defining the Business Process Model and Data Process Model.
- Experienced in RUP software development cycle methodology with four consecutive phases - Inception, Elaboration, Construction and Transition.
- Authored Business and Functional requirements with supporting diagram, use cases, traceability matrices, and training manuals for Provider Portal web-based application.
- Developed training material and trained the users on newly developed application.
- Analyzed and wrote technical documentation for risk analysis on customer support issues.
- Part of the team assisting in documentation involved in this project such as RFP, proposal, evaluation criteria, proposal approval, design document, project plan, project scheduling, project report, release document.
- Prepared and presented monthly collection reports.
- Involved in training and quality of the overall workflow process.
- Documenting workflow and results of analysis for the aging accounts.

Environment: ITIL, Service Design, RUP, Rational Requisite Pro, UML Use Cases, VB.NET, SQL Server, Rational Rose, XML, Use Case Documentation.

## **Business Analyst**

State Bank of India - Mumbai -

2009-08 - 2011-09

### **Project Description:**

The project involves analysis of their legacy database to facilitate enhancements to their Human Resources system. I am required to do requirements gathering and recommend changes to the present system.

### **Roles and Responsibilities:**

- Worked with all the members of the project team, and followed Rational Unified Process (RUP) methodology and ensuring business objectives are met as per the standards and drafted requirements
- Involved in the development of a Project Plan in conjunction with the Business and IT areas.
- Substantiation of process workflows, use case diagrams, use case documents and traceability matrix documents
- Performed extensive requirement analysis including gap analysis

- Documented Business Requirements, Technical and Functional Specification, Process Flows
- Assisted in testcases to test the application manually in Quality Center and IBM-Rational Manual Tester

Environment: Visio, MS Office, Rational Unified Process (RUP), Rational Rose, Mercury Quality Center, UML, MS SQL Server

## SKILLS

MS SQL Server, SQL, SQL Server, testing, Visio

## ADDITIONAL INFORMATION

### TECHNICAL SKILLS:

Methodologies: Process flows, Use cases, Swim Lanes, Data Mapping, Benchmarking, Decision & document analysis, Functional decomposition, Interface analysis, Business capability analysis, Item tracking, Non-functional requirements analysis, Prototyping, Risks analysis, SWOT & GAP analysis

Front-End Tools: MS Excel, MS Office, MS Project

Testing Tools: Quality Care, HP ALM, Load Runner, Quick Test pro, SOAP UI, Log defects

Bug Tracking Tools: Rational Clear Case, Jira, TFS

Modeling Tools: Rational Rose, MS Visio, Caliber RM

Project Management Tools: MS Visio, MS Project, Share Point 2010,

Languages: UML, XML, HTML, SQL C, C++

Databases: IBM Mainframe, NoSQL, SQL Server, MS Access, Oracle 11i, DB2.

QA test tools: IBM RFT, JIRA, SOAP UI, HP ALM, Bugzilla

Web Technologies: HTML, MS SharePoint.