D Chowdhury

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**Summary:**

* Over 6 years of Professional experience with Private Healthcare corporations and State Departments as a Business Analyst. As part of assignments, I have been involved in entire Software Development Life Cycle (SDLC) phases like Requirement gathering/analysis, end to end design, development (floor level functionality clarifications), testing (requirement traceability matrices, system and functionality) and utilizing quantitative and qualitative skills.
* Extensive experience with Child Support Enforcement related projects. All major activities such as Case Reporting and Management, Parental Track, Obligation Calculator, Child Support Appeals, Child Family Services (CFS) and Child Protective Services (CPS).
* Proven skills in creating Business Requirement Documents (BRD), Functional Requirement Documents, Use Case specifications and Process Workflow diagrams using RUP methodology, UML and MS Visio
* Imparted technical and functional training to business users, drove project plans and knowledge sharing sessions
* Obtained Data requirements, identified data sources, determined the content of data fields and created Data Mapping Documents and performed Data Extraction and Data Compilation using SQL queries.
* Performed Market Analysis for financial clients using market data feeds from Reuters, Bloomberg and other websites to facilitate trade matching
* Proficiency in User Acceptance Testing including creating and reviewing UAT scripts and performing use case based testing using Mercury Quality Center tool.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a system analysis methodology for application functionality designs using IBM’s Rational Rose.
* Expertise in GUI testing, functional testing, performance testing, UAT, unit testing, integration testing with the extensive knowledge of smoke testing, volume testing and stress/ load testing
* Experience in financial analyses, Metrics Reporting and creating standardized, highly adaptable Market Reports. Expertise in Software Development Life Cycle (SDLC), Use Cases, Business Process Modeling Notation (BPMN).
* Enriched experience in Data Mapping, Data Analysis using MS-Access, MS-Excel & Oracle Database
* Extensively used Rational Requisite Pro to facilitate project documentation and collaboration on requirements management, enabling software teams to deliver on key project milestones with greater accuracy and traceability
* Developed, documented, and implemented automated processes within CRM (Customer Relationship Management) systems with emphasis on lead generation
* Thorough understanding of AGILE Software Development Life Cycle, Testing Life Cycle and various aspects associated with its success like accessibility, availability, functionality, reliability and performance.
* Worked with database developers, QA developers and Designers under different circumstances adding my expertise in the field of Unit Testing, Integrated Testing and Function Flow Testing
* Deployed various UML models in different projects using activity diagrams, use case diagrams, sequence diagrams, and class diagrams
* Outstanding Communication, Presentation and Analytical skills.

**Software/Hardware:**

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| **Skill Sets** | **Description** |
| Programming Languages | C, C++, HTML, XML, SQL. |
| Data Base | MS Access, Oracle (SQL Series), DB2 |
| Reporting Tools | Crystal Reports 8.0 |
| Operating Systems | MS-DOS, Windows95/98/NT/2000/XP/2007/2010, Apple McIntosh, Linux |
| Software | MS Office Suite(Word, Excel, Access, PowerPoint & Outlook), MS Visio, Rational Rose, Rational Requisite Pro, Adobe Acrobat, MS Office FrontPage, Lotus Notes |
| Mainframe | COBOL, DB2, JCL, CICS, MVS |
| Processes/Technologies | Rational Unified Process (RUP), Waterfall, UML & Microsoft Office SharePoint 2007 |
| Automation Tools | Requisite Pro, Win runner, QTP, Test Director, Quality Center |

**Professional Experience:**

**Pennsylvania Department of Health - Harrisburg, PA June 2016 to Present**

**Business Analyst**

The Pennsylvania Department of Health (DOH) is implementing the state’s Medical Marijuana Program, since Governor Tom Wolf signed Senate Bill 3 (the Act) into law on April 17, 2106. The program is meant to offer medical marijuana to patients under a physician’s care for the treatment of serious medical conditions, as described in the Act.

As part of the Act, DOH must implement a Seed to Sale system to track the production, distribution and sale of medical marijuana in the Commonwealth. Each grower/processor and dispensary must track their own supplies of medical marijuana throughout the life cycle from planting through sale or return. DOH must have an aggregate view of the data to be able to track the supply throughout the Commonwealth to ensure demand is met, quality assurance standards are being followed, only certified patients are purchasing, and diversion of medical marijuana is being prevented.

**Responsibilities:**

* Participate in an Agile based software development life cycle;
* Facilitate meetings with Directors of Department of Health, Department of Revenue, Department of Agriculture, Local and State law enforcement agencies and a group of business partners to understand the business process and gather requirements of the new system;
* Work with the Pennsylvania Department of Health and compliance team to create project plans and head the scrum calls to meet the deadlines;
* Communicate status of project to a diverse group of senior stakeholders within Technology, Business, and PMO teams – this includes monthly status reports, weekly check-ins, and frequent ad-hoc requests;
* Prioritize and organize these requirements in a systematic fashion, evaluated and compared potential solutions;
* Actively Participate in identification, understanding and documentation of business requirements including the applications capable of supporting those requirements;
* Comprehensively work with Requirement Gathering and produce initial requirement data from Act 2016 to produce User Interface and Business Process Requirements;
* Work extensively with the business process team to outline the business process;
* Design the business requirement collection approach based on the project scope and System Lifecycle Methodology, documented the same in Business Requirement Document (BRD).
* Create the Gap analysis, BRD, FRD and Requirement Traceability Matrix to ensure all requirements are captured;
* Follow required change management and requirements traceability process to ensure projects remain within target;
* Create use cases, user stories, process diagrams and flow diagrams to represent the business process in detail;
* Participate in Integration testing and User Acceptance Testing (UAT) and Functionality;
* Evolve into a subject-matter expert who can easily liaise between IT and other departments;

**Environment:** Rational Rose, Rational Req Pro, RUP, WinRunner, LoadRunner, HTML, SQL Server. PL/SQL, MS Office, MS Excel, MS Project, MS Visio

**Affinity Health Plan, NYC, NY Feb 2015 - April 2016**

**Business Analyst**

Affinity Health Plan is an independent, non-profit managed care plan that serves the needs of over 210,000 underserved residents of the New York Metropolitan Area (New York City, Long Island, Westchester, Rockland and Orange Counties.) Affinity provides healthcare coverage through its Child Health Plus, Family Health Plus and Medicaid programs. Affinity Health Plan implemented Facets Extended Enterprise(TM) administrative system, a new core system, with updated technology to allow for more efficient claims processing, membership enrolment and provider data maintenance. Facets was highly efficient, automated, customizable, and flexible, to help affinity tackle new business opportunities and compete successfully in a dynamic healthcare industry. Moreover, TriZetto provided ongoing support and training.

**Responsibilities:**

* Experienced in preparing detailed requirements specification documents and use case documents after close interaction with the project managers and the business, subject matter experts, analysts, architects and the development teams.
* Documentation completed include business requirement documents (BRD), functional specifications document (FSD), technical specification document, joint requirement document (JRD), high level design documents (HLD), use cases, gap analysis, test scripts, training materials.
* Working within a growing knowledge of X12 4010 HIPAA 837 I, P, D, 835, 834, 820, 270, 271, 276, 277, 278, EDI, Privacy, Security, and Medicaid.
* Experience in Configuration of Claims Adjudication systems, i.e., Amisys and QNXT.
* Responsible for architecting integrated HIPAA, Medicare solutions, Facets
* Kept a track of all QAT and UAT bugs/defects and helped the testers to resolve the issues and made a report of all the defects which were resolved and which were not using MS EXCEL.
* Wrote SQL Queries for Data Migration Module.
* Worked on SQL Server 2005 concepts SSIS (SQL Server Integration Services), SSAS (Analysis Services) and SSRS (Reporting Services).
* Designed, built and/or maintained the following custom software systems to interface with QNXT 3.4 using Microsoft .NET and SQL 2005 technologies:
* Responsible for researching QNXT client issues from claims paying, configuration to installation issues.
* Analyzed existing data and used tools available to successfully forecast the pricing models.
* Designed a claim processing system for the healthcare management client system. It allowed the user to inexpensively capture information regarding patient, summary of medical history, symptoms (ICD-9, ICD-10 codes), and treatment (CPT).
* Assigned tasks among development team, monitored and tracked progress of project following Agile methodology
* Facilitated JAD sessions to document the technical and functional requirements and provided overall assistance in areas such as group readiness planning and issue escalation and resolution process.
* Utilized Agile/ SCRUM to monitor, steer and develop project objectives
* Participated in Bug-Review meetings with software developers, QA engineers, managers to check for 835 / 837 claims and suggested enhancements to the existed application from business perspectives and provided solutions to existing bugs.
* Establish documentation for Agile methodology for implementation with a very water-fall-centric development team
* Prepared Deployment plan, Entry criteria, Exit criteria, Target user list, Go Live support plan, Deployment activities plan and other Deployment related documents.
* Actively involved in User Acceptance Testing, Go Live Support call and to keep track of the issue log following up on Go live calls in assisting the Project Manager.

**Environment:** Windows, Microsoft Office SharePoint 2007,Agile, QNXT, Facets 4.21/4.31, MS Office, SQL Server, MS Project, MS FrontPage 2003, MS Access, EDI, Kintana, RF Tool, Scrum, Mercury Test Directory 8.0 SP1, BI Toolset, Phoenix Production 7.6, CutePdf, Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio.

**Michigan Department of Health and Human Services - State of Michigan MI Aug 2013 - Jan 2015**

**Business Analyst**

Family support division (Child Support Enforcement)

The Michigan Department of Health and Human Services (MDHHS) is a principal department of state of Michigan, headquartered in Lansing that provides public assistance, child and family welfare services, and oversees health policy and management. The project involved streamlining Data flowing from various systems of CSE and Family Support Division I was also involved in developing a Mainframe based system to better maintain data flow.

**Responsibilities:**

* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and store users for Requirement gathering in Definition Stage.
* Gathered the high level business needs from the directors and prepared the High-level Business Needs.
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams/State Chart Diagrams (UML).
* Assist in the conduct of training new implementation personnel as well as state and county child support agency personnel.
* Advices and consults with child support agencies and system users on federal and state laws and regulations, program policies and procedures, enhancements made to the system, system defects that have been identified and corrected, and the impact changes would have to all functional areas of child support.
* Worked on requirements, analysis and design, project management, testing (functional and user acceptance tests)
* Analyzed Business Requirements, performed gap analysis and segregated them into high level and low level Use Cases, Activity and sequence diagrams (UML Diagrams).
* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and store users for Requirement gathering in Definition Stage.
* Conducted the FRS and SRS reviews and walkthroughs with designers, developers and stakeholders.
* Created Process Flow diagrams, Use case diagrams (UML) using MS-Visio
* Designed and implemented basic SQL queries for reports and data validation.
* Successfully created and debugged many Pl/SQL procedures, functions and packages for the application.
* Performed UAT based on Requirements Document and prepared the Test Cases using Quality Center.
* Assist project managers with the development of project schedules. Perform analysis and design projects using a systems development methodology. Work with all levels of client staff in solution definition.
* Coordinated activities between business unit and technical staff, developing new methods, policies, and procedures to meet the business needs, and will acted as primary trainer in education of the business unit as it relates to business applications.

**Environment:** Rational Suite (Rose, Requisite Pro), MS Windows, SQL, XML, HTTP, MS-Project, MS-Office Suite, MS Visio, MS Access, Win Runner, Load Runner, Test Director (Mercury Interactive), Java, Oracle

**Health America of Pennsylvania - Pittsburgh PA Aug 2011 – July 2013**

**Business Analyst**

Health America coverage includes HMO, PPO, and POS plans, as well as consumer-directed options. They also offer individual plans, as well as coverage for Medicare beneficiaries.

Project was to develop new software that will determine the eligibility of a Medicare recipient, processing Medicaid request forms, Medicaid claims, check if funds available and also help staff into looking each costumers data to check eligibility of costumer for the Medicaid and help them best as possible.

Developed Laboratory information systems (Simple lab), EMR, Laboratory Case management- Gathered Business Requirements for vendors such as interacted with the Users, Designers, and Developers, Project Manager to get a better understanding of the Business Processes.

**Responsibilities:**

* Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation, and testing for TennCare processing of Medicaid Claims.
* Liaison between the Business needs (business users and sponsor) and the Technical solutions (development and testing staff), ensuring technical solutions satisfied business requirements.
* Performed Web Page Mock-Ups using MS Visio and thus defining the Business Process Model and Data Process Model.
* Involved in FACETS Implementation Testing, involved end to end testing of FACETS Billing, Claim Processing and Subscriber/Member module.
* Experienced in RUP software development cycle methodology with four consecutive phases - Inception, Elaboration, Construction, and Transition.
* Developed gap analysis document, logical and physical design, and remediation plan for State.
* Responsible for mapping documents, creation of test plan, test scenarios, test cases for unit, system, and system integration testing.
* Responsible for the implementation of laboratory management systems, workflows, conducting of JAD Sessions.
* Involved in writing and understanding of business requirement document and conducted user acceptance testing for E cloud laboratory systems and services including various other vendors.
* Involved for workflow management, compliance and regulatory services.
* Worked with business owners, content staff, IT, and other stakeholders in creating a content management solution for managing the information in the supplier portal using Web Sphere Application Server.
* Built and customized Soda for Word templates and extract information from information sources such as RequisitePro and Rose, and created a highly automated system for handling approvals, exceptions, and priorities.
* Used the Rational Unified Process (RUP) to build the different phases of Software development life cycle
* Created Project management plans for managing on time delivery using MS Project along with writing test cases, unit, and systems integration test plans in Win Runner and used Load Runner to check if application works fine with load.
* Creating and analyzing numerous clients’ reports for various financial requirements.
* Documenting workflow and results of analysis for the aging accounts.

**Environment:** Modeling, Web Sphere, Facets 4.31 Rational RequisitePro, Rational Rose, Rational Soda, RUP, UML, Load Runner, MS-Project, MS Visio, Java, MS Office, Windows.